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**Practice PPG Meeting 12/11/2014 @ 1pm @ Park Grange Medical Centre**

**Attendees: - Patient Group Dr.M.Azam, Rahela Parveen, Shaheen Akhtar and Practice team.**

1. Brief discussion with the patients by Dr. Mohammad Azam. Why we have all gathered up again and how important their views are to the practice to improve the systems.
2. Patients feedback was collected, the G.P appointments systems was discussed and the extra availability of the appointments, the new practice appointments protocol was discussed with the patients and if there was any more suggestions to improve the system.
3. Self arrival screen in the waiting room patients suggested having instructions displayed beside the screen for easy usage of the system.
4. System online and new telephone app available to patient to book appointment online to order repeat prescriptions online and view and update your record online.
5. The NHS choice website and comment feedback to patients were also discussed.
6. Electronic prescribing to be set up and the new system advantages discussed with the patients.
7. The self assessment room and the multi-faith room prayer room the feedback that was collected from the patients via a patients questionnaire was also discussed in the meeting and patients were informed about the application submitted to the CCG approval.
8. Future plans of the practice and patients feedback was to have a in house practice pharmacy, where patients can be treated and get medication straight away.
9. A.o.b patients to attend regular tea and chair events held at the practice once a month on a Wednesday to collect their feedback as the patients views are important to us.

Next Meeting to be announced February 2015