

<p><u>6 POINTS SUMMARY OF PATIENT GROUP</u></p> <ul style="list-style-type: none">• Improved appointments systems and drop in clinic• New minor aliment scheme implemented.• SMS message used, discussed and agreed by PPG.• Patient access discussed and explained the difficulties due to wording of the government survey and low response rate, only 14% of patient replied to national survey and results were based on this.• Patient reminded to use car park facilities• Business plan discussed with patient group as its their longstanding request for a prayer room facility- plans made and forwarded to the Bradford council. Patient Self Assessment Room to be applied in the new extension block, patients can do height, weight, BP and print leaflets.• New telephone system to be installed in New Year with separate extensions- Repeat prescription line, Appointments line, General enquires lines	
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