

6 POINTS SUMMARY OF PATIENT GROUP

- **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**