**Kensington Street Surgery PPG**

**Minutes of the Patient Participation Group held on Wednesday 13th December 2017**

**Attendees:** Dr I Gilkar, Sam McMillan PPG Chair, Shahnaz Begum, Nicole Holmes and Phil Edwards*.*

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|  | **Action** |
| **The chair welcomes all participants in this meeting.**  |  |
| **General Discussion**Patients wanted more appointments. Nicole let the group know about Christmas opening hours.Pharmacy Christmas opening hours to be displayed in surgery when received. Discussed planned change to opening hours in 2018.The group was made aware that the flu season is still ongoing.Extended access was mentioned, these appointments offer more routine consultations for our patients especially those who find it more difficult to attend during core hours. Management feedback is given to the surgery and we have noticed this does make a difference freeing up core hours appointments. |  |
| **Patient questionnaires** During September, October and November the practice’s FFT questionnaire had additional questions at the request of the CCG. The results of these are currently being collated.The national GP survey will be coming out in January, the surgery will be working hard to inform patients how important it is for them to have their say.A staff member will help patients who attend the surgery to fill in and take their comments and feedback. |  |
| **Comments on NHS choices website**A dedicated staff member will speak to patients who visit the surgery to discuss the comments left on the website. How can we improve our service? |  |
| **AOB**Dr Gilkar wished the group a Merry Christmas and a Happy New Year |  |

Date of next meeting TBA