**WALTON VILLAGE MEDICAL CENTRE**

172 Walton Village, Liverpool, L4 6TW

[www.waltonvillagemc.nhs.uk](http://www.waltonvillagemc.nhs.uk)

PPG MINUTES -23/02/17

In Attendance: Susan Day, Jo Stanton, David F (chairperson), JT & JC.

INTRODUCTIONS:

1.       Discussed Appointments: Pre-bookable and on the day. If no appointments a telephone consultation is offered and the GP will assess and decide if it can be dealt with over the telephone or needs a face to face appointment.

2.       Patient On-Line Access: Stated that sign on the door and wall not really clear enough. Discussed having something put on Envisage System and encourage patients to use this service.

3.       Practice List: Can we close the list when we get to a certain amount? Do we still have postcode boundary? More patients registering, not enough staff, GP’s or appointments to cope. Will we eventually have to open 7 days a week?

4.       Prescription Box: Needs to be back in use and preferably as you walk into the surgery and clearly advertised.

5.       DNA Appointments: Discussed how this can be reduced as at the moment it is a BIG problem! To use envisage system to highlight the importance of keeping appointments. To introduce a cut off time, maybe 10 minutes for patients who arrive late, anything after 10 minutes would require a new appointment. Make this clear by BRIGHT NOTICEABLE SIGNS!

6.       Patient Newsletter: It was agreed that this was not a good idea for our surgery.

7.       Chairperson David Fehily will provide us with a personal email address so patients can email him any questions so that he can present them at our next meeting. This will also be advertised on our envisage system.

NEXT MEETING IS TO BE SCHEDULED FOR AUGUST/SEPTEMBER 2017 ON A DATE THAT IS CONVENIENT FOR ALL.