

Patient Participation Group Meeting 08th October 2013

Date: 08.10.13

Venue: Roundhay Road Surgery

Attendees: ML, AA, SBH, AK, KT & YYW

Apologies/Did not attend: SR, SU, ULT, NA, RK, ML, MAH, SRN,
GS, JM, AD & HK

Staff Members: KL, AR, NR, KLW, AH, SD & FB

Chair Person: NR

Last meeting minutes were discussed.

Comments & Suggestions

Changes to the practice have been appreciated and liked by our patients. Comments received e.g.; " looks fresh and brighter".

AA – Advised and recommended that receptionist staff should take all the information given by patients on board and if unable to provide much help or satisfy their needs it should be implemented to them in a calm and polite manner/tone especially over the phone.

She also advised if practical training e.g. hospitality customer care training could be given to some of the reception staff then it would help the surgery to provide superior service to our patients.

ML – Opposed that she has never had a poor service from our receptionists and would rather show gratitude towards them for their hard work.

Recommendations of fruits to be sowed out in the allotment are:-

Apple, Strawberry, Raspberry & Cherries.

A.O.B

NR – In regards to above recommendations NR arranged a staff meeting to be held on 2.11.2013.

Date of Next Meeting -TBC.