

# Rowhedge and University of Essex Medical Practice

## PPG Meeting Minutes

Chair: Victoria  
Minutes: Victoria

Present: Sara, Ken, David, Keith, Stephanie, Richard, Steve, Tanya, Carolyn, Victoria  
Apologies –

This meeting is a forum for the practice and patient members to communicate, bring ideas, suggestions, and improvements to the meeting for discussion.

### Introductions – round the room introductions of staff members and patients

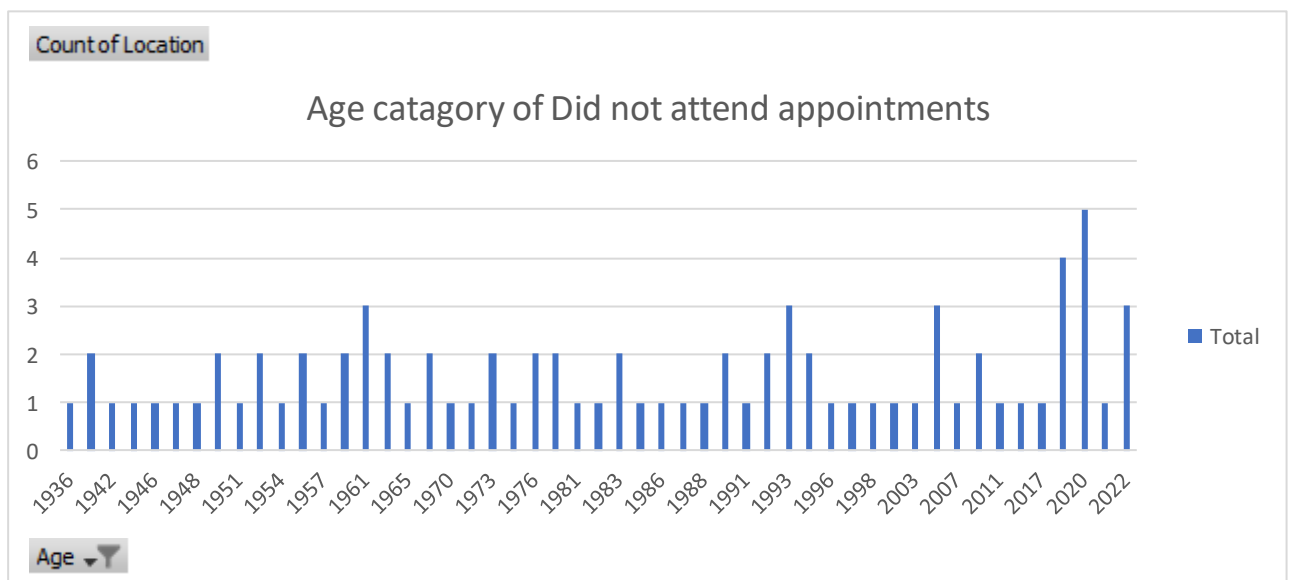
### Agenda

#### 1) Ideas of improvement –

- Cancellations – is it possible to have another telephone number for cancellations?, or for the text confirmation to include text 1 to accept text 2 to cancel appointment.
- Practice to promote the NHS App – add instructions to the prescription counterfoil to promote the app. The Phlebotomist to advise patients their results are available via the app to encourage patients to look up results rather than phone the surgery.
- Create a user manual for the practice to be given to new patients, ie out of hours service, information on Colte partnership, opening hours, services offered.

#### 2) DNA's

- General discussion regarding Did not attend appointments, these are pre booked appointments that patients haven't attended. Victoria has run a report to see what age categories the did not attend appointments fall under, the results are fairly well spread, with the majority sitting with the under 5's bracket



### AOB:

- List of Topics to be discussed at next meeting.
- Date of next meeting – 16<sup>th</sup> April 2024, please advise which time would suit better 1pm or 6pm

- Electing a chair person – if you are interested in standing for Chair person, please email [Victoria.surtees1@nhs.net](mailto:Victoria.surtees1@nhs.net)

Next meeting: 16<sup>th</sup> April

Chair: to be voted

Minutes:Victoria