

## PPG MEETING – Action Log

COMPLETED	IN PROGRESS	NO PROGRESS	ON HOLD
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MEETING	MINUTE NUMBER	ITEM	ACTION OWNER	ACTION REQUIRED	STATUS	STATUS SUMMARY
21.08.17	4	Urgent Care – more information needed	CM / IT	Information (found on the website) on the Urgent Care Unit will be printed off and taken to the next meeting. Also print out on what the screens show. This will then be discussed and the poster mentioned drafted.	IN PROGRESS	Information found will be taken into the next meeting
	5	Some receptionists don't tell the GP's name	Reception Manager	Reception Manager will be alerted	IN PROGRESS	Reception Manager Alerted The PPG members will be updated of this at the next meeting
	5	Texts don't tell GP's name (Pre-sets).	IT	Look into MJOG pre-sets and Amend	IN PROGRESS	After speaking with IT, it was decided that due to staff changes due to illness / editing of staff rotas, it is not a viable option to display the GP / Clinician's name as this may confuse and anger patients if on the day it is not the displayed clinician. This will be relayed at the next meeting.
	5	Not enough information leaflets in Waiting room	Reception Manager / CM	Review of available material in waiting room and research into possible additional leaflets	IN PROGRESS	Review completed and the information will be taken to the next meeting
	5	Sharps bin – more info to be displayed in waiting room / on website	Reception Manager / CM	Review what is available on subject in waiting room / website and research into possible additions via the	IN PROGRESS	Review completed and the information will be taken to the next meeting

				council		
5	Portion of the PPG money to be used for the blue lights.	Practice Manager / CM	Research needed into possible blue light installation into patient toilets	ON HOLD	Action on hold to discuss with PPG members at next meeting. Funds to be used on Waiting room doors as agreed. If blue light installation still wanted PPG should discuss fundraising options.	
6	PPG Campaign regarding Medication that is returned for disposal	PPG Members / Dispensary Manager	Before n/ meeting Dispensary Manager will be made aware of campaign and will be asked for any particular ideas they feel would help the success of the campaign / needed information this information will then be brought to the next meeting	IN PROGRESS	After discussing with the Dispensary Manager, it was discovered that there was a campaign made for the issue which remains ongoing. This message is displayed on the website under 'News' and also on the screens in the waiting room. This will be relayed at the next meeting.	
6	Signage on GP doors	Practice Manager / CM	Possible signage to show the Doctor / Clinician's names will be researched into to make it clearer to Patients where they are based for that day	IN PROGRESS	Possible signage has been researched and a company called and met with for a possible quote. Details of which will be brought to the next meeting.	
7	Car Park – Problems with congestion	PPG Members / CM	Item will be added to n/meeting agenda to discuss possible solutions	IN PROGRESS	The Practice has since contacted the owners of the houses surrounding the surgery to discuss the congestion. This will be further discussed at the next meeting.	