



Thursday 18 April 2019

DW WMP Patient

DC WMP Patient

JS WMP Patient

KA WMP Staff

Key – Ptns = patients

ITEM DISCUSSED	ACTION BY WHOM / WHEN	UPDATE
Minutes from Last Meeting – Checked for accuracy and true reflection All agreed Signed off		
Practice Phones and WiFi – KA gave update on new phone system – not able to pick up public access WiFi during meeting		
Non Ambulatory Patients – Discussion and non-ambulatory ptns and community based services – including issues with local public transport and MH provision		
DNA Discussion on practice rates of DNA and actions that can be taken		
Patient Call In system Discussion about the difficulty of hearing the automated voice that calls patients in as part of the new envisage system Discussion about font size on digital signage screens		
Any Other Business:		
Many thanks to all those who attended or sent apologies for their continued support of the PPG, the Practice and our work together		
<p><u>Date of Next Meeting:</u></p> <p>Thursday 06 June 2019 11.00 – 12.00 – Please note this may be subject to changed dependent upon external matters</p>		

Agreed – Signed

Date