

Woodlands WPPG

Minutes 20th July 2023

**Present:**

CN, SM, MM, SL, EB & MR.

**Apologies:**

AB, DL, IK, Dr.Garg, SE & NA.

**Minutes of the last meeting** - held on the 18th May 2023 were not available.

**Matters Arising:**

Reference the patient survey SL conformed that the doctors had contributed to the survey.

**Updates:**

AP 170 DL has completed the survey MM distributed copies to members present. See planned business - **ONGOING**

AP 176 Out of hour's appointments. Available for patients are both out of hours and extended hours appointments. If a doctor has informed a patient that they wish to see them in, e.g. a weeks' time, that appointment will be scheduled by Woodlands administration team. The patient does not have to arrange the appointment themselves. - **CLOSED**

AP 177 Information for dedicated clinics is sent to the patients involved in that particular clinic. A minority of patients have mentioned that they receive too many SMS messages. A consensus of the meeting was that as much relevant health information, without overwhelming patients, as possible is, as a general rule, a very desirable service. As a rule SMS are only sent to patients attending dedicated clinics. **CLOSED**

**Practice Accommodation:**

Update given regarding the property / accommodation.

**Planned Business:**

The meeting considered the completed survey and made several minor adjustments. The date for the survey has been scheduled for the week commencing **9th October 2023**

**AOB:**

The last batch of trainee doctors have moved on and a new batch has arrived. There has been a number of new administration appointments and a few staff have retired.

**Next Meeting:** Tuesday 12th September 2023

**These are abridged minutes, if you're interested in knowing more about any of the above please ask at the reception, leave your contact details, and a member of WPPG will get in touch.**