

**PPG (PATIENT PARTICIPATION GROUP MEETING)**

	<b>AGEND A ITEM</b>	<b>DISCUSSION</b>	<b>ACTION</b>	<b>ACTION BY</b>
	Present	ER,MP, PB, BOB, AK		
		<p>Comments/Observations from the group:</p> <ul style="list-style-type: none"> <li>• There was concern that SMS messages are not getting sent to patients reminding them of the PPG meeting. The PPG wishes to know what the reason behind this is.</li> <li>• The group wishes that we send SMS messages to patients who have joined the PPG meeting from July 2014.               <ul style="list-style-type: none"> <li>- The group wants us to contact everyone by telephone and text.</li> </ul> </li> <li>• The group were concern about appointment accessibility. Not enough appointments available to book with doctor.</li> <li>• The group is concern that the management team don't have access to view the online appointments availability for patients.               <ul style="list-style-type: none"> <li>- Patients having problems booking appointments online with clinicians.</li> </ul> </li> <li>• Ed wants us to promote the 'Expert Patient Service' review course to patients, which is a managing health &amp; wellbeing course (self-management course)               <ul style="list-style-type: none"> <li>- He wants patients to sign up for this course. The first course is on Tuesday 27 January between 1-1.30pm</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Need to seat with Faraz on how we are sending the SMS messages to patients.</li> <li>• Need to discuss with Faraz to address this issue.</li> <li>• Pal to speak to Faraz about this.</li> <li>• Pal to speak to Faraz about this.</li> <li>• Management and Admin team staff members need to promote this to patients.</li> </ul>	<p>MP</p> <p>MP</p> <p>PB</p> <p>PB</p> <p>Admin and Management</p>

		<p><u>Address details are as follows:</u></p> <p>SMART COURSE The Basement 15 Gertrude Street, SW10 0JN</p> <p>For more information or to book patients in for this, please speak to Jose on 02073764668 or email jose.veiga@smartlondon.org.uk.</p>		

**Next PPG meeting on Monday 9 February 2015 at 6.00pm.**