Notes from face to face PPG meeting

11 October 2023

**Comments from patients:**

1 Please can we have photos of key staff on the website?

2 Music is awful on the phone. Please can this be improved?

3 Please can it be assured that the person taking the call understands medical terminology and can spell?

4 Example given of very ill patient whose wife phoned regularly above her husband’s care and was constantly being asked about consent.

Process explained about providing consent via obtaining a form from the practice and getting the ill patient consent signature. An alert would then be added to the patient record which noted the consent.

5 Patients do not know who has called from the practice when they have a missed call. Often when they phone the practice back, it is not always apparent to the staff member why the practice called them. More clarity needed in the patient record. Patients prefer a message being left. There could be confidentiality issues if the practice leaves a message on a patient’s phone, and the phone was accessed by other than the patient.

6 Credit to the person managing the practice Facebook pages.

7 Credit was expressed regarding the practice for their hard work and the great service they provide.