



**Leek Health Centre
Patient Participation Group**

Summary of meeting held at Leek Health Centre
Wednesday 17th May 2023, 10am – 11.30am
(This is not a verbatim record)

There were 12 members present at the meeting.

We talked about difficulties in accessing the PCN's physiotherapy service, and the leaflet which should now be being handed out to all patients who have been referred there.

We discussed the telephone queues which still form at 8.00, and how these could be alleviated. They are due in part to the ratio of patients to clinical staff which mean that appointments are in high demand, but it seems that many people are still thinking they have to ring at 8.00 when they could receive a service or referral later in the day. The Communications group agreed to try to put together a simple Patient's Guide to Appointments.

We agreed on a new logo for the group, which we thought better reflected what we do.

Work on the patient satisfaction survey has been a bit slow due to the absence of a key member of the Communications group, but it will restart soon. Development of the PPG noticeboard is progressing. We would like to include some graphics showing key information about the practice, and invite ideas and comments from patients who are not members of the PPG.