

DR KHARE'S SURGERY PPG MEETING MINUTES 23 JULY 2024



In attendance

Mr M Topp, Mrs. C Topp, Dr K Khare, Mrs J Wareham, Mrs J Taylor, Mrs Lynn Cotterill.

Approval of minutes

Minutes of the previous meeting were approved.

New Website

Mr Topp logged into the new development website to show the meeting. He explained all pages need to be reviewed and any changed should be highlighted. Once we are happy with the site it will be made live overnight so patients are not without access.

Social Media Presence

There has been no progress on the since last meeting. MT suggested asking Tina Garner to contact Redmond to make this happen.

Potential future promo events

This has been put on hold until both the website and Facebook page has been made live.

Surgery presence on Google

MT explained we have little or no control over reviews posted on Google. It's a fact of society that people are quick to complain by slow to praise the service.

MT said he would investigate the Google situation.

AOB

- a) Discussion took place concerning workload and roles. The outcome was that its clear a full-time practice manager is needed.
- b) It was agreed that the approaches to the surgery need improving. Mrs Cotterill said she has raised it with property services manager, but little is being done to improve the garden and pathways. Somehow more pressure need to be applied.

Next meeting

Due to holidays etc

Tuesday 24 September 2024