

Swallownest Health Centre

- Patient Participation Group
- 1st April 2022



Agenda

1. Welcome by Chair
2. Apologies
3. Minutes of Last Meeting
4. Practice update
5. Patient Questionnaire
6. AGM Planning
7. AOB
8. Close

Minutes of last meeting

- Available [here](#)

Practice Update



Patient Questionnaire

check out health inequalities by looking at ethnicity etc and access (or perceived access). How they book and what type of appointment they've had is useful given the previous problems with the app and people's opinion on face to face.

Waiting time for appointments and level of satisfaction with this.

Solicit patient understanding of ways to request and access services?

Solicit understanding of common procedures such as requesting a repeat prescription

Access to information/updates - do they use website for example?

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AGM

- Public session
- Nomination of officers
 - Chairperson
 - Vice Chairperson
- Confirmation of Secretary
- Guest speaker
- Date/Time



- AOB

- Date for next meeting

