

### Needs Identified during the PPG Meetings and Actions Taken

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<p><b>1. Difficulty in contacting the surgery first thing in the morning</b></p> <p><b>2. Information about pre bookable appointments</b></p> <p><b>3. Reception cleanliness</b></p> <p><b>4. Evening PPG Meeting</b></p>	<p><b>1. It was explained to the patients that early morning is the busiest time for contacting the surgery by phone. We always request the patients, if it is not urgent, to call us after 10: am when the morning rush is over. At this time of the day people are calling us to book appointments for the day. We allow 3 appointments per GP per session to be booked in advance up to 2 weeks ahead.</b></p> <p><b>2. A poster displaying this information has been placed on the notice board in the reception area.</b></p> <p><b>3. The cleaners have been requested to pay extra attention to reception area when cleaning. The staff have themselves removed the unsightly stains left by cello tape on the counter.</b></p> <p><b>4. It was agreed that we will, with the agreement of the members hold one meeting in the evening during summer time to allow people who work or cannot make it in the afternoon to attend.</b></p>

**The surgery can be contacted by coming to the surgery or by telephone on 0121 250 6105 during the following hours**

**Monday 8:30 am till 20:00 pm**

**Tuesday 8:30 am till 18:30 pm**

**Wednesday 8:30 am till 19:00 pm**

**Thursday 8:30 am till 18:30 pm**

**Friday 8:30 am till 18:30 pm**

**The surgery can also be contacted by Fax 0121 250 6106.**

**We do not close for Lunch.**

**Saturday & Sunday CLOSED**