**PPG MEETING 12/04/2018**

After looking at the Mori survey for 2017, we have identified areas of improvement which are as follows:

1. Patients finding it hard to get through the practice telephone line
2. Patients complaining that reception staff is not helpful

Survey was reviewed by the partners and following is the action plan for 2018.

After meeting with PPG members and discussing the outcome of the survey, following action points were made.

1. Increase online access for patients to book appointments, repeats medicine
2. Improve telephone system by having cloud based system
3. Review appointment system
4. Update customer service training for reception staff