**NAZEING PATIENT PARTICIPATION GROUP (PPG) MEETING**

**4TH November 2022**

Attendees:

Dr P Kandasamy

Dr A Tharma

Jackie Whillock (Practice Manager)

Dr Tharma explained that this meeting was being held to allay patients concerns regarding the recent questionnaire that was sent out to over 2000 patients. We were asked to send a questionnaire to our patients to obtain their feedback as to whether the NVHC was needed. The response has been outstanding, and as we already knew NVHC is a much-needed resource in Nazeing. The partners are very keen to continue their services at Nazeing Valley Health Centre

Patients commented on our recently revamped website and found it to be confusing and hard to navigate. Some valid points were raised regarding our website which will be looked into and addressed. Also mentioned was an old website for Nazeing Valley which did not hold any relevant information, this has now been taken down. We have now made the improvements following the feedback.

We were asked to amend our answerphone message in particular to repeat the email address for Nazeing Valley Health Centre as patients were not getting time to write this down. Again this is something that will be addressed.

Patients also commented that they preferred having appointments available at 8:00am and 1:00pm as opposed to all being available at 8:00am. We will be holding a patient survey in the near future to ascertain what our patients prefer.