



All patients of the Maltings Surgery are automatically part of the Patients Participation Group. Together, we can make a difference



Achievements over the Last Year

- **Phlebotomy**
 - Instrumental in getting service established
- **Patient Records**
 - Raising awareness of privacy issues
 - Improving access and usability
- **Online Appointments**
 - Broadening the service
- **Telephone**
 - Pressure to resolve technical issues
- **Planning Future Services**
 - Co-design of new services

Focus for 2016/7

- **Property and Facilities**
 - What will the Surgery look like in 5 years time?
- **Patient Records**
 - Privacy and Access
- **Service Provision**
 - Range of Services
 - Extended Hours
- **Patient Experience**
 - Continual monitoring and review
- **Appointments**
 - Availability and convenience



Just one meeting every two months – and ongoing collaboration in between!



Come along to our next meeting!