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PPG Lead and Members of the PPG

31st July, 2015

Dear Mr Kelly and members of the PPG,

RE: Update on Action Plan

This letter is to advise the PPG and you as their lead on the progress the practice has made since our last meeting.

Receptionist Training

The practice has discussed the possibility of training for staff, financial constraints at the moment are a concern for the practice. However the practice will ensure that proper training is provided for staff before the end of the financial year and will inform the PPG when training is completed.

E-Prescriptions

The practice processes have been amended and all urgent medication sent down the link will be rung through to the pharmacy by a receptionist.

Disabled Access

This has been on the practice agenda for quite a while however the practice has struggled to obtain funding. As discussed during the meeting all quotes have been sent up for approval and are awaiting confirmation. We will keep you informed of progress.

We welcome your feedback and are happy to discuss any concerns you might have regarding the improvements undertaken and progress made according to our action plan.

Thank you.

Yours sincerely

Milaine Borthwick-Ezekiel
Practice Manager