

TWO COMMENTS POSTED ON-LINE FORUM

As far as I am aware the 'Action Plan' has been a success as I have not heard anything to the contrary. From my own experience I was unable to access the "Same Day Illness Clinic" one day as I was informed the clinic was already full and that I was too late anyway - this was due to me being unaware that the clinic closed at 12 Noon. I have only had appointments with my own GP and the practice nurse so far this year - therefore the new system has not really affected me personally.

The online appointment service is brilliant. My husband has used it once, and it was very easy to use. Hope to hear more positive news about other aspects on this forum from others. I have to be at the surgery tomorrow and hope I can find a parking space - that's the worry of those of us who travel some distance, as you never know what to do, and there is restricted parking at Exe Bridges and the Co-op car park!

**COMMENTS/IDEAS FOR ACTION FOLLOWING PPG
MEETING IN SEPTEMBER 2012:**

Exwick Member of Staff to join PPG

Mrs Karen Scott, Branch Manager had volunteered to be
the Exwick "Admin" member of staff. ✓

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Covers for Bike Sheds

Due to the economic climate - this would be reviewed again in the
future

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Advertising Campaign - re Same Day Illness Clinic

It was agreed that a further advertising campaign would taken
place re our Same Day Illness Clinic, the Website and on-line
bookings. ✓