

PinkHealth

To: All Clinic Personnel

From: Operations Manager

Date: February 5, 2026

Subject: Summary of Monthly Team Meeting – February

Executive Summary

- This memo outlines the key discussions and decisions finalized during our monthly alignment meeting. All staff are expected to review the action items relevant to their departments.

Key Discussion Points

- **Patient Feedback Trends:** A 15% increase in positive feedback regarding our new digital check-in system was noted. However, some patients mentioned wait times during peak morning hours (9:00 AM – 10:30 AM).
- **Facility Maintenance:** The upcoming air-conditioning maintenance is scheduled for next Friday; minor noise disruptions are expected in the waiting area.
- **Digital Security:** A reminder was issued regarding the importance of frequent password updates for the clinic management system.

Decisions Made

1. **Shift Overlap:** We will implement a 15-minute shift overlap for staff to ensure better continuity of care during handover.
2. **Resource Allocation:** A new budget has been approved for upgrading two diagnostic workstations in the primary consultation rooms.

Action Items

Action Item	Assigned To	Deadline
Finalize training schedule for the new CRM module	Mary Peh	Feb 10
Conduct inventory check on surgical masks/gloves	Harry Gow	Feb 12

{THE END}