**PPG Meeting Monday 18.06.2024**

**Attendees:** Asma Manir, Mrs H Baws, Mr H Johnson, Ms Ahmed

**Apologies:** Mr Pooni, Miss Nawaz, Mr Ilyas, Mrs P Mulholland Mrs J Bell,

**Asma:** Welcomes & Good Morning **Time:** 11 - 12pm

**Actions completed since previous meeting:**

* Carry out in house patient surveys

**Practice Updates:**

* Access:
* Waiting times had dipped back down to 15 mins on average when Su was on bereavement leave during March and April, on her return in May it’s picked back up and waiting time has been reducing to an average of between 9-11mins
* FFT satisfaction had increased in March it was 79.9%, April was 82.5% and in May we seen a dip again down to 70% due to bank holidays and Dr Cheema’s taking few annual leaves but it’s picking up again in June, will report in next meeting
* No complaints regarding lack of appointments has been a strong positive point
* Online E-consults on the increase and it’s freeing up the phone line
* PCN Hub – extended hours appointments with GP available on Saturdays 1.30 – 5pm has been a real hit (Our practice patients have been utilising this the most and DNA rate is also decreasing from 25% to 10%)

**PPG Member Suggestions:**

* Ask patients opportunistically if they are carers so can code on the system

**Actions to do:**

**Next Meeting Date:** 10th September Tuesday (11-12pm)