**PPG Meeting Tuesday 17.06.2025**

**Attendees:** Asma Manir, Mrs H Baws

**Apologies:** Mr Pooni, Miss Nawaz, Mr Ilyas, Mrs P Mulholland, Mr K Taylor, Mr Johnson

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

**Actions still to do:**

* To display a poster regarding Sat EA appointments - make it bold, colourful, ‘DID you know we have GP appointment on Saturdaywhich are released on Friday 8am’

**Practice Updates:**

* **Access:**
* Average Waiting times stable at 10 mins average answering time between 8-9am
* FFT satisfaction stable and consistent in mid 80s:
* May 84%
* April 87%
* Mar 85%
* Feedback consisted of compliments for all our clinical staff who were named individually
* Minimal Complaints mainly around their consultation rather than access or running of services which proves improvement to satisfaction and provision of services
* Online E-consults proving helpful in increasing patient satisfaction and decreasing average phone times/callers
* NHS app registrations have increased but need further promotion, perhaps a Txt to pts?
* Feedback request on new system whilst processing test results, GP now texts patients to offer them appointment rather than asking them to make one
* Permanent GP – Dr Zafar hired via ARRS role working Mon & Wed
* Additional REMOTE GP starting next week Mon to cover 1 of Dr K Cheema session as Dr is occupied with Clinical Director Meetings for our West Birmingham PCN
* Our Clinical Team now consists of 2 Partners, 1 Permanent GP, 6 Regular Locums GPs and 1 Remote GP
* Cervical Smears updating guidance to 5 years recall for 25-49 year olds
* Childhood immunisation update – new schedule for babies born from 1st July
* **Updates from PPG Members:**
* Satisfaction with service good
* Queries/Discussing on operational side
* Staff/ HR discussions

**Next Meeting Date:** 16th September Tuesday (11-12pm)