**PPG Meeting Monday 18.12.2023**

**Attendees:** Asma Manir, Mrs H Baws, Mrs J Bell, Mr H Johnson

**Apologies:** Mr Pooni, Miss Nawaz, Mr Ilyas, Ms Ahmed, Mrs P Mulholland

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

**Actions completed since previous meeting:**

1. Surveyed 74 pts with in house patient satisfaction questionnaire in Nov/Dec
2. Update members with PCN hub arrangements

**Practice Updates:**

* Survey results, much better than national GP survey proves we have made improvements. Will continue to keep up with efforts to maintain level of satisfaction.
* CQC – report reflected, survey again next year, would like to promote survey to pts
* We are going to try keep up to date with patients with regular text messages monthly/bimonthly
* PCN Hub arrangements to start 6th Jan 2024 – extended hours appointments with GP will be available on Saturdays 1.30 – 5pm (Open to whole of Primary Care Network Practices)
* New Receptionist to start 3rd Jan 2024 for 2 hours in the morning to help decrease the waiting times on the phone
* Average telephone waiting times is at 11 mins between 8-9am, we endeavour to bring this down even more
* Website, Online triage & NHS APP all amazing tools, please use it & promote it
* Practice signed up to Pilot Research – patients who are eligible for certain studies may hear from us with details regarding research

**Actions to do:**

**Next Meeting Date:** 18th March Monday (11-12pm)