



Minutes of Patient Participation Group Meeting Thursday 17th October 2024

Attendees: David, Samantha, Anna, Sue, Graham

Apologies: Chas, Tamera, Simon, Roger

Welcome by Group Chair	David
New Telephone System & Data Introduced new telephone system Surgery Connect, which went live on 23 rd September. Working well for the Practice. The call back facility is proving successful with 93% of call backs successful rate. Data was presented, but it currently has limited meaning due to only 3 weeks' worth which traverses two months of Sept and October. Will be able to present more meaningful data at January 25 meeting with comparisons against old system. Also to seek clarity on a couple of the functionality feature and update members at next meeting.	Allison/Perry
Estate Update Works to reconfigure existing premises scheduled to start 25 th November and finish around 17 th January. Will provide 2 additional clinical rooms and refurbish some of the existing clinical rooms. Expression of Interest is in with NHSE for the proposed new build project. If approved, will provide more details information at the next meeting.	Allison
PPG Topics Going Forward Discussed ideal for discussion/action going forward as we have now completed a lot of work on the topic of patient access. Members suggested going out for more PPG members of varied age ranges. We discussed hosting speakers at meetings. Agreed to have additional staff members attend and explain their roles. Members asked to give thought to other topics/initiatives they might like to see being addressed at future meetings.	Allison/David
Covid / Flu Clinics All care homes completed by 18 th October. Surgery clinics and walk – in clinics are going well. Take up is good. We hope to have them completed in October. Housebound visits may be done in early November.	Allison
Any Other Business Date of next meeting is Thursday 16 th January from 18:00 hrs to 18:45 hrs.	David