**PPG Meeting**

**Wednesday 17th January 2024**

**10:30**

**Present**: MA, SS, CC, LS

**Apologies:** HT, JT, JB,AJ & LS

**01/24 Apologies**

HT, JT, JB,AJ & LS

**02/24 Agree Previous Minutes**

Agreed as a true representation.

**03/24 Appointment Data**

As a practice we are happy with the data, this shows that the number of appointments we offer has increased, the majority are face to face appointments and it evidences that Reception signposting and booking processes are working as patients are being booked with clinicians other than a GP.

The platform used to report this data is not 100% accurate and we are working to get this correct, however the majority of the data we believe evidences how the practice understands and is working to increase capacity and access for patients.

****

**04/24 Patient Survey**

The patient survey was sent out in the middle of October 2023 and captured patients who had an appointment at the practice in the two weeks previous, with recorded consent to be contacted by SMS. The results are compared to the national survey that was sent out in April 2023, our results show an overall improvement to the national survey results. We will be repeating this survey to try to capture non-English speaking patients. We don't believe the question about accessing the practice by telephone reflects the installation of the new telephone system as some of the patients answering will have booked appointments using the old telephone system.

****

**05/24 Staff Survey**

Staff survey completed in September 2023; results discussed. Areas we are looking at as a practice are staff wellbeing, arranging out of work activities and having more regular whole team meeting. Overall, we are happy with the results.

****

**06/24 AOB**

**Telephones** – Awaiting to complete the 100 day review.

**Hospital Waiting lists** – hospital procedures taking a long time, unfortunately we have no influence on this. Discussion on impact the waiting lists have on practices, e.g. practice time (appts, chasing referrals).

**Date of Next Meeting:**

**20th March 2024**

**10:30 to 11:30**