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| **Date** | 18/05/2023 | **Time** | 18:00 |
| **Attendees** | **(AA)** Aliye Aydin: Practice Manager  **(LS)** Lauren Saunders: Assistant Practice Manager | **Note Taker** | **(LS)** Lauren Saunders |
| **External Attendees** | **(BM)** Barry Maw  **(EH)** Eleanor Howlett  **(TA)** Trevor Abnett | **Apologies** |  |

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| **Rolling Agenda Items** | | |
| **GP Bulletin** |  | |
| Staffing update |  | |
| Practice Updates |  | |
| Appointments (F2F/TC) |  | |
| New GP Contract |  | |
| Building and facilities |  | |
| Patient feedback |  | |
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| **Welcome and Introduction** | | **(AA/LS)**  Started the meeting introducing themselves to the attendees. Welcoming back Eleanor from previous PPG in February. Outlined what the PPG means for the practice and what we aim to achieve by holding these quarterly meetings. Ground rules and agenda for meeting was shared so they are aware of what we will be discussing during the meeting. |
| **Staffing update/ Practice update:**  **Appointments (F2F/TC):** | | **(AA)** We have an ever growing patient list size, which is the main reason for the drive for recruitment. We are looking to hire 1 more administrator and also looking to expand our clinical staff which h will include PA’s/pharmacists.  *How will this help us as patients? Seeing other staff rather than a GP?*  **(LS)** We have trained clinicians who specialise in certain areas such diabetic nurses. It is beneficial for you to see a clinician who is highly training in a particular area. Same as when you are referred to a consultant at hospital.  *Yes we understand. Our generation used to see the same doctor for everything. We are getting used to who things are now.*  **(AA)** Our staff are continually being trained and gaining more skills.  *How do we get a face to face appointment? Do you offer these?*  **(AA/LS)** Yes of course, we always offer both telephone appointments and face to face. We always ask what the patient prefers. Telephone appointment are more ideal with busy work/life schedules.  *Great! That is good to know that we can request either. Can we are for a certain GP/Nurse/HCA.*  **(AA)** Yes you can also request to be booked with the same clinician you was booked with before. As some of you may be aware, the clinician’s do not always work here every day so we can only offer when they are in practice which may result in a slight wait due to their rota. |
| **New GP Contract** | | **(AA)** We are working to provide the new GP contract which has made some changes to how we offer appointments and the options we have.  Such as: Minor illness referrals to local pharmacies. Advising NHS 111. Booking with FCP (first contact physio) as a local extended access clinic for complaints such as back/neck/leg pain. These can be booked directly by reception. We are also have the option to use Dr IQ which has had really good feedback in the past PPG. |
| **Building and facilities** | | **(AA)** Great news we are having some improvement made to the surgery building. We are installing an automatic entrance door to assist with access to the building.  We are also installing restricted access to corridor, you be given access to enter corridor by clinician or admin. This is to ensure safety.  As mentioned in previous PPG we have looked in the notice board displaying staffs names/roles for the waiting room. We hope to have this up before next PPG. |
| **Patient feedback** | | *We are happy with practice and we want to support the PPG. We will spread the word to our friends and neighbours.*  *Good feedback to Dr Platt. Recent experience and very happy! Now I know, I will request to see him again.*  *Thank you for holding the meeting.* |
| **Next PPG** | | TBC |