

**Minutes of Patient Participation Group (PPG) meeting  
held on Wednesday 22<sup>nd</sup> February 2023 via TEAMS**

Welcome

The Practice Manager welcomed members and thanked them for joining the meeting.

Attendees

Dr Faiza Akif - Managing Partner

Adeline Fleming – Practice Manager

4 members of the PPG joined via Teams

Agenda

1. Dr Akif gave information on Practice updates.  
New Practice Manager Adeline Fleming has joined the team and was introduced
2. Survey completed over Christmas which was sent via email. Another will be sent shortly and members are able to participate and send feedback in. This is to help us to see where improvements are needed and how we are doing.
3. A new Telephone System now in place and feedback on the system was asked from the PPG. Members have not particularly used the system or called in since the new system is in place and will give feedback once they have used it.
4. **Appointment system** - PPG member asked if there are any plans to use other applications to book appointments in the future. We are looking into online access for certain appointments but not yet for GP. Some of the appointments being booked are the not attended and result in patients not attending for their appointments.
5. **Staff changes** during the past year were shared with the PPG  
Carole Durrant who has returned as HCA  
Asfa Rawn – Receptionist  
Cleo Jones o- Receptionist
6. **Recruitments** - we are currently recruiting for Receptionist, Salaried GP and Pharmacist. We currently have a good nursing team in place.
7. Complaints/Compliments/Queries/Comments - Member commented it is good to have Adeline Fleming, Practice Manager around as it gives a sense of focus and that Adeline is doing a good job. Going forward, having a PPG meeting Face to face would be ideal so as to have members and meeting others and getting to know each other. This we will look at in the future as Covid measures are decreasing.

The meeting adjourned with no further actions and next meeting date to be confirmed and members will be emailed