**PPG Meeting Minutes**

**Held Monday 13th November 2023-remotely**

1. Attendees: Dr Neil Lawton, Natalie Edmundson (Assistant PM), SMJ, AF, ZJ, MH, GR, EF.
2. Welcome and Introductions: Natalie welcomed the group, thanked them for taking the time to join the meeting and explained the ground rules. This was a restart/ re-establishing of the PPG.
3. Items discussed:

* NE/NL discussed the changes to the practice since the last meeting and covid, such as online consultations, the new in-house services, eg. Physios, podiatrist, and mental wellbeing services, as well as the changes that are currently taking place with staff and site.
* How the PPG can move forward and take an active role in supporting the practice.
* PPG asked for the demographic breakdown of our patients and whether it has changed since covid. NL explained that it hasn’t changed much since covid, we have a mix of patients, students, ethnic minorities, families, and elderly.
* CQC- had our last CQC in 2021, rated good with excellent in some areas. To look at areas where we can improve. SMJ volunteered to help with CST CQC care outcomes, to try and increase uptake, especially in the ethnic minority communities. To do a questionnaire to those who haven’t attended in a hope to understand the barriers preventing them for attending. NE will forward information directly to SMJ.
* Website- NE asked if someone could look at our website to see if it’s patient/user friendly. What else could be added to it, etc. Was mentioned that we could add local links to the website, eg. Mindmate. MH, SMJ, AF will look at the website and feedback.
* Appt system- It was asked if we could increase the amount of pre-bookable appts online. NE will look into. Explained that we are only allowed to book up to 2 weeks in advance to be in accord with new government guidelines.
* Phone message. AF asked if the phone message can be shortened. NL will re-record message.
* ZJ and EF had complaints regarding test results. NE will speak to them privately after the meeting.
* Items for the next meetings agenda to be sent to NE work email natalie.edmundson@nhs.net

**Next PPG will be held in person in February. NE will send out invites nearer the time.**

**To circulate minutes with the PPG and on the Practice Website.**