**Minutes of PPG meeting on 9th December**

The first topic raised was regarding potential new patients.

Emma confirmed that new patients can only join the surgery if they live within the designated boundaries,

She confirmed this ruling would be adhered to.

The subject of appointments was broached.

Emma said the average time taken by reception to answer calls was 3 minutes.  The general consensus was that this wait-time was not excessive.

This is in line with previous discussions of the reception staff, which have always been favourable.

Concern over the 3-hour window for phone appointments was raised.

Emma said she would look at this and the possibility of shortening the time patients have to wait for a call.

She also confirmed that 10 minutes was the target time for normal appointments and 15 minutes for a more complex or detailed discussion.

Emma also confirmed that the doctors were fully booked.

There has been a survey carried out comparing pre-covid and current performance.  As a result, a few changes have been implemented to ensure the service

delivered by the surgery remains excellent.

As you know we are making real efforts to keep abreast of the changes being introduced under the Primary Care Network (PCN) initiative.

We have assumed leadership of our PCN 5 which consists of 8 surgeries.  However, though the response from the PCN leadership is not as timely or frequent as we would like,

we will continue to press for a meaningful relationship.  It is hoped there will be another PCN event in January, when we plan to be a major part of their Primary Leadership Group.

With regard to the "Social Prescriber" initiative, we currently have one in the surgery.  There is a 6 week waiting list to see our Social Prescriber so we are hopeful of having another in the near future.

As you know we are always keen to increase the attendance, whether online or in person, at our meetings.

As a result, Suzanna talked about the initiative she and Cathy took, whereby they spent time in the reception area talking to fellow patients.  This went very well.

Indeed, today's meeting was attended by a new recruit!

In an attempt to raise our profile, we hope the surgery might be prepared to contribute a bit of money towards a poster about the PPG for the reception area - Emma will pass that request on.

The provisional date for our next is Wed Feb 8th at 6.30pm.