

## **PPG Meeting – 13.6.24**

### **Primrose Lane Surgery - Minutes**

#### **Practice Telephone system**

The practice has changed to cloud base telephony from analogue in May 2024. This was a national requirement and will improve patient accessibility and getting through to the practice. X-on is the company that were chosen from NHS recommendations.

#### **Practice Website**

The practice has a new website provider since early 2024, the current provider contract ended December 2024. The practice website is easy and friendly to use and will help will access to the practice.

#### **Unity Appointments**

PM advised staff to use unity appointments when needed (i.e. weekend or evening when practice is closed (This would help with access for patients). PM highlighted many clinicians were available covering many needs and wants for patients.

#### **ARRS – HCA / ANP / PA**

ARRS had joined Unity east practices since August 2023. They have been working with the practice on Thursdays (HCA, PA AND ANP). This again is to help the practice with a wide work force to enable to meet patient demand and expectations.

#### **Friends and Family Survey**

The practice manager explained that results would be advertised monthly basis and it is a survey that patients complete for their care and experiences.

The practice is actively looking for new members to join the PPG. If anybody would like further information, please discuss this at reception.

**End of Meeting.**