

**MEETING NOTES**  
**FERNVILLE PPG LIAISON GROUP**  
**MONDAY 24<sup>TH</sup> FEBRUARY 2025**

Fire Safety and Evacuation – Liaison Group members received a tour of the Fernville Surgery and a Fire Safety briefing.

The Total Triage System – A briefing was given to Liaison Group members on the TTS, which will be fully operational from 10<sup>th</sup> March 2025.

Patient Feedback – A briefing was given to Liaison Group members. Feedback from patients is used to gauge levels of satisfaction for services provided. This is reported on the Fernville website – Friends and Family Test Results section.

It was noted there are now 712 patients registered with the ‘virtual group’ who receive information, requests for feedback etc. from the Fernville Practice.

Terms of Reference – The Liaison Group’s newly created Terms of Reference was formally approved by the meeting.

Working Groups – The Liaison Group meeting agreed it would be extremely useful to establish a number of working groups, taking responsibility for different aspects of the LG’s remit. Examples of suggested working groups – Newsletter creation, Patient and Carer Surveys, Social Prescribing.

The Chairman of the Liaison Group, who has held the post voluntarily for the last fourteen years, announced he would be standing down but would continue to participate as a Liaison Group member.