

### Patient Participation Group (PPG)

Date of meeting: 07.06.2025

Attendance: CG (Receptionist) and E (Admin)

### PPG Group

Mr AS and EM Patient apologises as she couldn't make it (NM)

Welcome, Introductions & ground rules:

- Respect others when they are talking.
- Please take turns speaking and speak over others
- Please turn off mobile phones
- If you do need to leave for any reasons please ask

### Agenda

**Appointments** – Most of our appointments are face to face now, telephone appointments also available at the patients request. We are a small practice and we struggle when multiple staff are off sick and these precautions are taken so we are open to our patients and not having to shut if not have enough staff to cover the main desks. We appreciate the patience from all of our patients.

We have been looking into ways on how we can deliver our appointments going forward and we are now able to offer pre-bookable appointments for patients who do not need a same day appointment. Patients are able to book these when coming through to reception of a morning.

**Female GP's** are available now three times a week for the female patients who particularly want to see a female GP.

**Practice Leaflet** – We have a new practice leaflet. Please ask at reception for a copy. Is also available to download from our practice website

**Website** – New and updated version of our practice website and is kept up to date on a regular basis.

**Locum GPs** – We have 1 regular locums working with us. Monday all day and Thursday all day.

**Suggestions and comments from PPG Group.**

Happy to attend the PPG meeting again and integrate with the practice staff.

Action plan: The practice partners are looking into ways on how we can deliver our appointments to suit our patient's needs.

Next Meeting – November 2025