**PPG Meeting**

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| **Date & Time –**  Tuesday 27th May – 11.30am | | |
| **Host –**  Charlie Brierley (CB) | | |
| **Attendees –**  Alan Rigby  Duncan Reid  Les Allen  Isabella Jeans  Diane Waddington | | |
| **Apologies -**  Charlotte Walton  Roy Hibbert | | |
| **Agenda items**   * Welcomed new member Diane * Leaflet given about what a PPG meeting is and isn’t. * Phone update * Pothole has been filled in * DNA’s * Notices in the waiting room * Patient size, catchment area and premises. * Staff Notice Board * Leaflet for patients | **Comments**  New phones live – patients like the call back facility – Surgery number is now shown.  On going issue, numbers have significantly dropped though which is good. The on the day emergency missed appointments though are still high. Discussed ways we could bring these down.  Every 12 months an audit is done for CQC requirements. As discussed, what is important to one patient might not be for the next.  Currently registered patients – 8714  Refer to catchment map – attached  We are looking into new premisses with the ICB.  A good suggestion was made about creating a “how the surgery works now” leaflet. | **Actions**  Continue to advise patients when they have missed an appointment either by letter or phone call. Continue to share stats in the reception area.  We will now do this 6 monthly to tidy up the posters. Starting July 25. – CW to arrange.  CB to arrange up to date staff photos and re do the whole board.  CB to draft and then at the next meeting we will discuss how to distribute to the patients. |
| **AOB –**  Next meeting – Aug/Sept 2025 – Date and time TBC | | |