

## Minutes from PPG Meeting Held Thursday 30.11.23 at 12PM

### Attendees

S&F attendee 1 – FK

S&F attendee 2 - SK

PPG Member 1– **NOG**

PPG Member 2- **JP**

S&F attendee 3- **GB**

### Apologies

PPG Member 3- **JI**

PPG Member 4– **MS**

S&F attendee 4– **NJ**

PPG Member 4 - **AA**

### Sign off Minutes last meeting

The PPG signed off minutes from last meeting.

### New Membership

**FK** welcomed **JP** to the PPG. **JP** was previously a PPG member, she has now re-joined.

**FK** asked the PPG members if they knew of any patients that would like to join the PPG group, they said they did not. **FK** asked if the members could actively reach out to the patients and see if there is any interest. PPG members agreed to do this. **PPG members to action**

### Online triage

**GB** explained to the PPG members that we were looking to introduce an AI system where patients could access the surgery via an online platform. Both members of the PPG were very impressed by this and felt like this would be a good service.

### Call Back functionality

**FK** explained due to many patients stating they had to wait a long time on the appointment lines, we have now introduced a call back functionality. **FK** also explained when a patients chooses the call back functionality they will still hold the same place in the queue.

### National Survey Results

**FK** shared National survey results with PPG members. **FK** asked PPG members to provide some feedback.

### **Any Other Business**

JP mentioned when she went to Fernbank Medical centre the car park was untidy and there was over grown hedges. GB said he would look in to this.

PPG members would like a breakdown of clinicians in the next meeting. **FK to action**

### **Date of Next Meeting**

Next Meeting will be held in May. Sam to liaise with PPG group to arrange a date.