**Oakmeadow Surgery.**

**Wednesday 7th February 2024**

**PPG Meeting minutes.**

**Attendee’s:**

* **Dr Inamdar**
* **Kaydean Goodwin**
* **Tracey Goodburn**
* **Annette Strong**
* **Arvind Patel**
* **Phil White**

**Apologies:**

* **Peter knill**
* **Carol Knill**
* **Anita Roberts**
* **Nick Sykes**

**Meeting start time: 2pm**

Tracey introduced herself to the PPG Members and her role here at the surgery, Tracey updated the group on the share your experience survey for patients to fill out and asking PPG team to help with this and share ways of getting the patients to fill the survey out. There are going to be SMS sent out with a link for this and printed copies of this. Tracey will be keeping an eye on the feedback for this.

Dr Inamdar joins the meeting and introduced himself to the members of the ppg group.

Chair then raises her concerns around the new Appointment booking system link and that ppg was not involved as much as they would have liked to of been. Dr Inamdar apologies on his behalf that the PPG was not informed and explained it was a quick fast acting matter.

Concerns around people not being able to use the link but was reassured that there is a plan in place for the people that need help with filling the form out on the link. PPG teams are more than welcome to come in and offer their help to patients that are struggling to get the hang of the link.

There was also positive feedback around the new appointment booking such as patients are seen quicker this way, saves patients ringing several times each morning or coming to the surgery to book an appointment.

Ppg said the way the new link was introduced and shown in a you tube video was not acceptable for all patients and maybe investigate doing screen shots of the process.

Chair took the letter of the new system away and will have a look at the way it has been worded and add anything she feels that needs adding and get this back to us at our next meeting.

Meeting coming to a end so discussed what is going to happen going forward, Ppg team to be updated more on things happening in the surgery, PPG team o promote them self’s more e.g. leaflets, posters on the ppg board in reception and website.

Meeting arranged for the 29/02/24 at 1pm

Dr Shah will be joining and talking to the PPG Members.

Metting finished 3.30pm.