

PPG Minutes 13/03/2025

Attendee's:

- Dr Shah
- Taylor – Care coordinator
- Paulette Mills
- Dotlyn Huxtable-Paul (chair)
- Phil white

Apologies:

- Annette Strong
- Maud Barrat
- Peter Knill
- Arvind Patel
- Carol Knill

Minutes Start Time - 2pm

1. PPG members introduce themselves.
2. Dotlyn (chair) addressed concerns regarding complaints from Maud PPG member feels she would like to leave PPG as lack of support, unable to get appointments.
3. Dotlyn addressed Concern raised from peter Knill also a PPG member unable to get appointment for a patient he helps.
4. Complaints raised regarding reception team showing lack of empathy, Dr shah explained we will pass this over to Sam reception manager.

- 5. Dr Shah explained protocol regarding the booking link and that patients can also call if they are unable to access this and reception can help with filling out the form.**
- 6. Dotlyn addressed a rumour that the surgery is turning private however Dr Shah assured this is not the case.**
- 7. PPG members are setting up an email address.**
- 8. Dotlyn to create a draft of expectations from PPG members.**
- 9. CQC changed date of visit explained to PPG they might contact members and ask questions, members happy to help.**
- 10. Email sent to PPG members with questions CQC might ask.**

Meeting ended at 3pm

Next meeting arranged for Thursday 15th May 2025 at 2pm in the breakout room at the surgery.

Dr Shah will be joining and talking to PPG members.

Taylor – Care coordinator will be joining.