**Minutes PPG Meeting 23rd May 2023**

**Attendees** ID, JP, MS, JD, PH, PC JW

**Apologies**- PG, CH, DB

JP welcomed everyone to the meeting and advised of the apologies.

**Feedback from Practice Questionnaire in Autumn 2022**

The practice had undertaken a questionnaire in conjunction with Healthwatch to which to results have only just been received.

We discussed the overview of the results in brief.

**JW provided an update on the new partners in the practice following**

the retirement of Dr Helen Unwin

Dr Andrew Wilkinson

Dr Liliya Urkel

Dr Brierley

Have been appointed as new partners alongside Dr Misterek who is an existing partner.

The new partners have already been working in practice as salaried Doctors prior to being appointed as partners

**We discussed the change in appointment system the practice has introduced,**

**Our system is as follows**

**All Askmygp requests are triaged by a G.P in the practice**

These requests are sent back to the reception team to contact the patient to attend for a same day appointment if the requests is deemed clinically urgent for today or patients are contacted to book a routine appointment which can be up to 3 weeks ahead.

We have also as part of this introduced a self – book link which allows the patients to be sent a link to book their own appointment digitally and choose the time that best suits them for routine appointments. This new system appears to be working successfully and a sample of patients we contacted for feedback advised they found it simple to book the appointment without the need to contact the surgery.

**Screening programme**

The breast and bowel screening service has recently visited the practice and gave a presentation on the screening and discussed how they could support the practice in raising the importance of screening with patients. The visits was very useful and we suggested both representatives attending in Autumn to join the practice for some dates during our flu campaign to raise awareness with patients during a time when we will see a maximum number of patients attending.

**JP provide a brief update from meetings attended with the ICB**

A number of hospitals report having historic names for clinicians who previously worked at the practice and to ensure they remain up to date.

FCP services.

JP has attended to research centre at Ashton and suggested we invite to one of our future meetings.

All attendees were thanked for their time in attending the meeting.