**Present:**

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| Sultana Hussain | Shamraze Zeb (PM) |
| JC (emis 500141) | MS (emis 9946) |
| JM (emis 6904) | PC – Emis - 500140 |
|  |  |

**Apologies:**

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| Dr Lodhi |  |
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**Agenda Items:**

* Introductions
* SH handed out leaflets explaining purpose of PPG members and reason for meetings

**New Surgery Website:**

* Informed and notified PPG members that we have upgraded our surgery website make it easier for patient’s access.
* To helps us to serve our population more efficiently, prioritising symptoms when booking appointments. Also explained the symptoms are reviewed and acted upon by the duty doctor. Feedback is Accurx triage is easier, better for them than e consult as less questions, and quicker to complete. Feedback on website – easier, looks good, better than before.
* Discussed to improve GP waiting times. Consider shorter, more frequent appointments to allow more patients to be seen with a day .discussed that we offer mix of appointments to reduce the need for in- person visit.
* Discussed Spring covid 2025 campaign .shared the list and directed if they are interest in having a covid injection.
* Comfortable raised seating has been provided. It is recommended that, for infection control purposes, the seating be designed with wipe able surfaces to ensure privacy and hygiene."
* All members were pleased with reception staff, getting appointments and the practice overall. Thanked all staff for supporting with getting appointments.

Next meeting to be arranged in 3 months’ time,invites will be sent in due course. The minutes will be displayed in reception and on our website.