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## MINUTES

### MINUTES OF THE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD IN THE MEETING ROOM AT BSHC – MONDAY 15<sup>TH</sup> JANUARY 2024

In attendance:	Kayley Waight (KW) Ann Wilson (AW)	Deputy Practice Manager – Interim Chair
Apologies:	Miriam Sparkes (MS)	

Discussion and Decision	Action
(a)	(b)
A general reminder was given by KW at the start of the meeting to advise the purpose of the Patient Participation Group (PPG) is to ensure that patients and carers are involved in decisions about the practice so it can work as well as it can for patients and staff. It is not for discussing matters relating to specific individuals or for raising individual complaints. This was understood by all.	All
<b>Item 1 – Previous Minutes</b>  The previous minutes were read by AW and agreed as a true and accurate reflection of the previous meeting. Nil issues or queries raised. Nil amendments requested.	All
<b>Item 2 – Telephone Calls Update</b>  KW provided several phone statistics now that it is far easier to obtain these, and we are reporting on them weekly. The practice continues to see high number of calls, especially on Monday's when demand is at its peak.  It is very positive to be able to have these figures available, as we can see the peaks and flows.  KW advised that the admin team members continue to take calls between 08:00 and 08:45 each day, in addition to the reception staff who already do this. This has proven to be the busiest and most popular time of day for patients calling in, so this measure is continuing to try and reduce call waiting.	KW

