**Apologies – SH,GK,TM,SJ,EF,GP,NP,AH, SA**

**PRESENT – SB,CB,KH,SD,VW,KB,MA, AM**

**PPG meeting 3rd MARCH 2025**

**INTRODUCTIONS** – All members introduced themselves, Practice Manager first PPG Sanha has also introduced herself and talked about her background and experience.

Staffing updates – Have had two members of staff of sick, long-term sickness.

Discussed call back system which has been helpful, more patients contact via phone rather than use the online portal. Today waiting time was down to 4 minutes, which is a positive step forward.

Dr Hassan, Hussain and Ali are covering the triage service at present depending on the day and circumstances, which is running well. However, members would like us to look in to Triage procedure as sometimes patients don’t want to be triaged and may find that they have been. However, It was explained that the triage system only works as a total triage service, if applied unfairly or based upon patient preference the service wouldn’t be able to meet the service pressures.

 Group members spoke about Dr Huma Hussain positively and how helpful she had been.

Sanha and Claire discussed that they are trying to encourage patients to use the online service, and staff are willing to support them do this if they are unsure of how to use this service.

Discussed pharmacy referrals and how these can be accessed, updated on hub appointments that are available, Members have said it would be nice if staff would let them know which Doctor they will see when they visit.

**CQC INSPECTION**

Dr Ali and Dr Hussain have had their interviews with the CQC and are now waiting for inspection date. Members offered support and recognised that this will be time consuming. Partners in addition to clinics are preparing the surgery to ensure its meeting CQC standards. Despite this they are continuing to see patients face to face / via triage and also via telephone. Although their appointments are reduced compared to in the previous year, they have implemented ample cover such that we are meeting all the same day demand majority of the time.

**BUILDING UPDATE**

Upstairs offices have been re painted Reception area has also been refurbished ensuring that this is Dementia friendly. Waiting areas are colour coded.

Sanha asked for suggestions to make waiting area child friendly it was agreed that we should have a children’s corner with books available for them to read.

**PPG FEED BACK** – Members asked about Signing in system this has been discussed does not work due to a technical error. Partners have been looking into this and discussing how to move forward with it.

 Update on PCN discussed HUB appointments that are available to practice, Claire updated that staff are utilising these daily.

**Additional discussions** – discussed decorations are currently only done for Christmas, However, to take a step forward for inclusivity, the surgery is planning to decorate for Easter and EID celebrations . PPG was asked how they would like to incorporate these events into the surgery and celebrate alongside the diverse community we serve.

Surgery has been decorated with Ramadan Mubarak banners. Has asked PPG members to also get involved put forward ideas for Easter and Eid.

PPG have spoken about how WSB has moved forward, and positive changes have been made to move in to the 21st century.