

**Patient Participation Group Meeting Minutes Tuesday 21<sup>st</sup> January 2025**  
**fpppg@icloud.com**

**Attendees PPG:** Richard Broughton (chair), Diana Martin, Jill Spain, Jackie Mallery, Paul Rijbroek, Mervyn Granshaw, Nicholas Smith.

**Attendees Surgery:** Ben Taguba (PM), Sarah Boltwood (admin), Dr Mckendry

**Apologies:** David Willis, Judi Pollard, Nigel Northridge.

**Resigned:** N/A

**Introductions:** N/A

Action Items	Outcome	Who to Action
<b>2. Minutes of previous meeting 19.11.2024</b>	Agreed as accurate account.	
<b>3. Matters Arising Not Covered Elsewhere.</b>	Richard met with Paddy and he says he can no longer be a member of the group but would like to be kept up to date. Richard will visit him in the coming month or so. Richard has had an email exchange with Leslie and Leslie has advised he can no longer be a member of the PPG.	
<b>4. Practice Updates.</b>	<p>Dr Mckendry gave updates about the Practice.</p> <ul style="list-style-type: none"> <li>• Very busy - the current system works well to maintain service during busy times as a GP can triage the clinically unwell vs patients that are more administrative needs.</li> <li>• Triage system 10% increase this year, this shows the new system allows us to see more patients.</li> <li>• Patients are directed to other healthcare providers i.e. clinical pharmacists, nurse practitioner, and physio.</li> </ul> <p>PPG thoughts on appointment system</p> <ul style="list-style-type: none"> <li>• Works well for patients with IT knowledge.</li> <li>• Perhaps make it more flexible in line with what other surgeries do.</li> <li>• Mervyn suggested a directory of services where patients can self- refer to. Could also promote on Facebook.</li> </ul> <p>Staff</p> <ul style="list-style-type: none"> <li>• 1 nurse has left and we have a new nurse starting on 25.2.2025.</li> </ul>	

