

## Date

Fri 16 Jan All day

## Location

Swallownest Health Centre, Large meeting room

## Confirmed attendees

Amy Hood, Sara Jackson, Tyler Bailey

## Other Attendees

CC/TF/GD/SD

## Details/Agenda

1. Apologies
2. Welcome
3. Introductions
4. PPG Suggestions/ Comments box
5. Notice board- Corraine leading this part
6. Call times and feedback
7. Practice update-Tyler
8. Building
9. Staffing
10. DNAs
11. Next meeting-which is the AGM

## Minutes

1. Apologies
2. Welcome 3. Introductions

. Apologies sent from RH/PB/PW

We wish Richard all the best and hope that he gets well soon

Corraine to chair the meeting

## 4.PPG Suggestions/Comments box 5.Notice Board

- . No current comments box, we will look at a new one and best place to put it as no table there.
- . SD asked if details of support groups in the area could be put on the notice board., this should be fine as long as no Business advertising.
- . CC asked if we could print/laminate any information that she would e mail to us, this was confirmed to be fine

#### 6. Call times/Feedback

- . In the first week of November 1545 calls were taken
- . In the first week of December 1792 calls were taken
- . TF very happy with Accurx messaging for appointments and explained how it works to other PPG members

#### 7. Practice update-Tyler

- . Kate Slater will hopefully be back at the beginning of February
- . No date as yet for CQC, 3 years since the last inspection

#### 8. Building

Heating is currently broken, awaiting date from Council who are awaiting funding. Portable heaters have been provided.

#### 9. Staffing

No current staffing issues

#### 10. DNAs

There was an increase in DNA's in December by 5% at 358, 85 GP appts, 266 Nurse appts and 7 minor ailments.

#### 11. Date of next meeting

16th April 2026 at 18.00

This will be the AGM, expressions of interest for Chair, vice chair invited

## Actions

SJ/AH to make new comments box and look at the best place to put it in the waiting areas