

Patient Participation Group Meeting Minutes – 08/11/22

Attendees – 3 patients and Matthew

Matthew welcomed the group and gave a quick explanation to the members of who the new staff at Cotmore were and a reminder of all the current staff and their job roles within the surgery.

Matthew then gave a rundown of all the services available to patients through Cotmore. He explained who all the relevant people were and what speciality they were in as well as when they held clinics and how those clinics can be accessed by our patients.

The appointment structure was then explained to the members in light of the huge demand. Matthew explained about pre bookable, book on day and online appointments as well as telephone appointments and home visits. He explained to the members about how patients have to phone the surgery at 8.30 in the morning for a book on the day appointment and at half 3 in the afternoon for an afternoon appointment. The option is also available to book a pre-bookable appointment up to 2 weeks in advance which can be done either over the phone or through the online services, subject to availability. When patients contact the surgery they will be given the choice of a face to face appointment or a telephone call with the Doctor.

The discussion then focussed on how to improve the Patient Participation Group (PPG) in the future. Reminders will be sent out to patients inviting them to join the group and comments and suggestions will always be welcome.

It was agreed the group would meet again in 3 months' time, with the next meeting being on **Tuesday 7th February again at 1.30pm**