**Minutes of Patient Participation Group Meeting**

**Tuesday 11th April 2023**

**Present: Sheila, Beverley, Richard, Karen**

**Apologies: Mel, Carol, Janette, Michelle**

**Minutes of the last meeting**

All agreed. Jardines will be taking over both of the Towcester branches of Lloyds. The group mentioned that there are improvements in Lloyds service already as Jardines start to work with the current staff there.

**Friends and family test**

We reviewed the results of the friends and family test. 96.9% rate our service as good or very good. Our second question is asking patients how they book their appointment. 54% booked by phone. 28% booked in person. 16% booked online. Only 1% booked via a self-booking link. For our next meeting KW will bring statistics regarding how many self-book links we send out, and how many people book. We will also see how many people order their prescriptions online, as this would also help reduce the telephone traffic.

**Newsletter**

Michelle will send through a draft newsletter for the group to check. If space we will include information about the Covid boosters for the 75+ and the extremely vulnerable, how to book with us and how to book at the vaccination centres. We will have an item on getting patients online, blood tests and the fact that results can be seen online. If space we will also mention the next phase of the expansion of Towcester Medical Centre for which we have now received approval from the commissioners.

**Helping patients to get online day**

Mel and Michelle attended the surgery on a Saturday morning to help patients get online. There were not many participants from the patients, but those who came were very grateful. Michelle has said she is prepared to do another one.

**Appointment system**

We discussed the difficulties of the appointment system and how it is hard to pull out from the increasing demand of the patients who need to be seen more quickly. This is an ongoing issue for the practice.

**Next meeting**

Tuesday 9th May 2023 at 6:30 p.m.