

Draft - Wellington patient participation group agenda.

16th January 2024 - 16.00 – 17.30 (Venue, at the practice, please arrive in reception prior to the meeting time).

- Formally agree the minutes of the 21st November 2023 meeting.
- Issues arising from the meeting, that cannot be covered during the practice update or are on the agenda.

- **Practice updates.**

- Care Quality Commission (CQC) inspection and their grading notification. – **To be discussed**
- Update on the telephone system and patient queuing.- **This is clearly explained on the welcome message when patients call the practice.**
- To view and discuss the PCN appointments performance chart. – **this was discussed at length at the last meeting and will not be discussed at this meeting.**

The Carers Champion, who and is the information on display?

This is displayed in the waiting room and has been since 2017, there is a carer specific board and a picture of the carer champion.

The reinstatement of a previous who's who board (a comprehensive one is very useful for patients). – **This will not be reinstated as we are moving toward digital displays.**

Information leaflets made available for the waiting room (health conditions & advice). – **We use Accurx. For patients that cannot access digital resources these will be printed off by the admin team. This is in line with the practice going paperless.**

The role of the PPG moving forward

- AOB not previous covered on the agenda.
- Date of next meeting.