**Patient Participation Group - Minutes of the meeting held on 12th February 2025**

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|  | **Item**  | **Issue** | **Action** | **Action to be completed by** |
| 1. | **Attendance** | **In attendance:** 13**Apologies:** 5**Minutes:** Eve Newman | N/A | N/A |
| 2. | **Review of mins & actions** | MC to approach Website company re change in templateAdding ‘non urgent Appointments’ wording to websiteSending Text messages to landline – MC to investigateAny appointments that you book online at 8am are now face to faces so this information must be removed.Website development | *something we can do but will be at a cost. Put on hold until Lubbesthorpe go live.**Done**Phone company looking into this when we go live at lubbesthorpe**done* *ongoing* | *Completed remove from minutes**Completed remove from minutes* |
| 3. | **Lubbesthorpe Update** | See attached Presentation.Car Parking – is there enough Disabled Bays?What is the percentage of Parent Bays?With Patient count rising is there the possibility that the number of GP’s will go up? | *MC to get the breakdown of the car parking places.* | MC |
| 4. | **Standing agenda items** | Latest Patient count | **Practice current patient count – 16,961**  |  |
| 6. | AOB | When booking online can we make sure it states male or female GPGP’s should call twice, 20 mins apart before DNA’ing a patient | MC to look into this.MC to remind all Clinicians about this. | MCMC |

**Action Log Summary**

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| **Action Number** | **Summary of action** | **Owner of the action** | **Deadline** |
| 1. | MC to approach Website company re change in template | MC | June 2025 |
| 2. | Sending Text messages to landline – MC to investigate | MC | June 2025 |
| 3. | When booking online can we make sure it states male or female GP – MC to look into this. | MC | March 2025 |
| 4. | GP’s should call twice, 20 mins apart before DNA’ing a patient – MC to remind all clinicians | MC | March 2025 |
| 5. |  |  |  |