

## **BEWICK CRESCENT SURGERY - PATIENT PARTICIPATION GROUP (PPG)**

### **Summary of PPG Meeting held on Thursday 17 March 2022 via Teams**

PPG members were given information about the Covid Spring booster campaign, for those in the at risk group, and of the current trend where interest in vaccinations was decreasing.

Discussion took place on the new appointment model which was introduced at the end of January 2022, with the feedback suggesting that it was being widely accepted by patients. All EConsult forms received up to 5pm, Monday to Friday, will receive a text/email response same day. The triage system is in place to ensure that those patients who need to be seen are seen.

The practice is receiving more positive feedback than negative feedback; all feedback is now being recorded.

The next meeting of the PPG is to be confirmed; regular email updates are being issued to the PPG by the Practice Manager.