

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

### **Summary of PPG Meeting held on Thursday 30 June 2022 in the Surgery**

Covid Vaccination Program - PPG members were advised that the delivery of the Autumn boosters would be decided at PCN level.

Discussion took place on the new appointment model which was introduced at the end of January 2022. The use of the E-Consult forms has led to a reduction in the number of telephone calls received, and this new model has led to increased capability in numbers of appointments.

PPG members were concerned at the number of 'did not attend' appointments since the end of January 2022; a total of 1130 appointments = 11 full working days, have been wasted with patients failing to attend a pre-booked appointment.

The CCGs (Clinical Commissioning Groups) have all been replaced by Integrated Care Boards (ICBs) effective from 1 July 2022; our surgery is now part of the North East and North Cumbria ICB.

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