

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

### **Summary of PPG Meeting held on Thursday 29 September 2022 in the Surgery**

A new GP has joined the practice, increasing availability of GP services. Three new receptionists have been recruited, increasing the number of staff in the Admin Team.

The change to the appointment model was discussed, with data showing an improvement in waiting times when ringing the surgery.

Bewick Crescent Surgery provides the most appointments in the Sedgefield constituency, and is third overall in the County. Discussion took place on the 'failed to attend appointments' - between 1 July and 21 September, 656 patients failed to attend their appointments.

The Covid and Flu vaccination campaigns have commenced; there had been a 12% increase in the number of Covid cases during the previous week.

The Terms of Reference of the Patient Participation Group were reviewed and amended. There is a small waiting list of patients who have expressed an interest in joining the Group; feedback from any patient can be input via the website or by using the feedback forms available in the waiting room.

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