

Hugglescote Surgery

PATIENT PARTICIPATION GROUP MEETING MINUTES

Date: Thursday 23rd January 2025

Time: 1.00pm

Venue: Health Promotion Room

Attendees: Alan Ryder, Rosie Ryder, Bob White, Joy White, David Wood, Janet Wood, Russell Peter Shelton, John Hudson, Colin Mason

For the practice: Melissa Coleman (chair and minutes)

Apologies:

Item	Details
1.	Practice News <ul style="list-style-type: none">• <u>Reception Team</u><ul style="list-style-type: none">○ InTouch Now – AI service○ Trial period - Going well so far.○ Wait times significantly reduced.• <u>Admin Team</u><ul style="list-style-type: none">○ Becki – Welcome return, 20 hours per week• <u>Nursing Team</u><ul style="list-style-type: none">○ Sam – New starter, HCA, 20 hours per week.○ Rebecca – New starter, Nursing Associate, employed by the Federation, 32 hours per week.

2.	Other Practice News
3.	Patient Question Time
4.	Any other business
5.	Date and Time of Next Meeting <ul style="list-style-type: none">• Thursday 6th March 2025, 1pm