

Hugglescote Surgery

PATIENT PARTICIPATION GROUP MEETING MINUTES

Date: Thursday 17th April 2025

Time: 1.00pm

Venue: Health Promotion Room

Attendees:

For the practice: Melissa Coleman (chair and minutes)

Apologies:

Item	Details
1.	<p>Practice News</p> <ul style="list-style-type: none">• <u>Reception Team</u><ul style="list-style-type: none">○ InTouch Now – AI service○ Phasing out use○ Reception Team to be fully staffed before we phase out completely. • <u>Admin Team</u><ul style="list-style-type: none">○ Amy– New starter April, 16 hours per week○ Kayleigh new starter May • <u>Nursing Team</u><ul style="list-style-type: none">• Rebecca – Nursing Associate (PCN) Leaver• Lucy – Increased hours April – Training as HCA • <u>Management Team update</u><ul style="list-style-type: none">• Lou – Leaver May• Amy – Extension in hours x 4 • Recruitment<ul style="list-style-type: none">○ Positions available x 3• Extension update<ul style="list-style-type: none">○ Landlord in touch with developers

2.	Other Practice News
3.	Patient Question Time

4.	Any other business <ul style="list-style-type: none">• Grange Road Davidson Home Community – Namtam Wallace
5.	Date and Time of Next Meeting <ul style="list-style-type: none">• Thursday 6th March 2025, 1pm