

Patient Participation Group

Grey Gable Surgery

Summary of activities 2023-24

Meetings held:

14th February 2023

28th June 2023

13th October 2023

9th January 2024

At every meeting the members of the PPG have provided feedback to the surgery, from themselves and on behalf of the community.

One area regards the waiting room chairs which were purchased during covid as they are wipeable. They are not very comfortable and this was passed on to the Grey Gable Surgery Patient's Trust board as a suggestion for use of funds raised from the book stall.

The PPG have helped the surgery in the implementation of various changes in this period by:

- Reviewing website changes, specifically the 'Feedback' page.
- Reviewing the telephone messaging
- Reviewing changes around Modern General Practice Access Model, specifically Care Navigation

Emily Sullivan

Practice Manager

2/4/24