**PPG Meeting**

21st June 2022 12.30pm

Attendees – DH SM MJ SR (PCN Manager) BB (PBM)

Introductions

DH - Discussed mental health services for children.

DH - Update PCN staff and devlopments

DH - Update in practice – Estates/staffing/phone

Phone system – feedback is positive about virtual queuing. Calls between 8-9 are dropped. This has been raised with management who will ensure there is an option to go back into the main menu. DH/BB discussed current systems within practice to book appointments and answer calls.

SM/MJ – happy to come into practice to conduct surveys.

NAPP – monthly reports – were sent to PPG. BB will review

SR – requested feedback on way the PCN services are delivered. PPG happy to help. SR will develop questionnaire.

Thanked for attendance. Next meeting 26th July 2022