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| *Item* | *Description* | *Action* | *Completed* |
| Previous Minutes | Car Park signage – Heather suggested a sign in the car park reminding that is for surgery users only  Covid Vaccinations – Rita thanked the surgery team for the smooth-running flu clinics this year  Helperby surgery information confirmed as distributed (RC) | CL |  |
| New Doctor | Dr Preece and Wendy introduced new Salaried doctor – Dr Irum Akbar. Dr Akbar has an interested in women's health and Dermatology is a welcome addition to the surgery team | Nil |  |
| Additional Roles Document | The document has now been shared with the group and is awaiting checking and then will be added to the website for everyone's information. It was suggested that a paper leaflet may be useful for patients who do not have access online. Rita also thought it would be helpful to introduce a role each week via Facebook as is a popular medium with patients. Dr Preece explained that the trend going forward would be that Reception would gather more information to assist and ensure patients were signposted to the most relevant professionals. | CL/LW/WD |  |
| Patient Survey Results | The 2022 Patient Survey results were reviewed. It was noted that the surgery ratings were consistently higher than the national average. The access via Reception results were especially noted. Link to results page: <https://www.gp-patient.co.uk/patientexperiences?practicecode=B82032> |  |  |
| Grumbles and Complaints | Wendy went through some of the trends from a practice annual review of patient contacts which were not formal complaints. | *CL – review of front end telephone message* |  |
| Newsletter | Rita Baker suggested a newsletter be produced outlining the GP staffing changes in the practice and advise patients how to get in to see a GP. Also, to include details of how to order repeat medication. | CL /CMP??? |  |
| Patient Partner Meeting | The practice shared the Humber and North Yorkshire Health and Care Partnership invite to Join the North Yorkshire Patient Partner Network meeting on 24th January 2023. None of the group were able to attend. |  |  |
|  | Next meeting- ?? February 2022  *Newsletter? ?* | To be arranged by CL |  |