Attendees: Jessica Wilkinson (JW) Operations Lead, Julie Stephenson (JS) Reception Lead, Mike Bolam (MB) Patient, Eleanor Glendinning (EG) Patient, Anne Walker (AW) Patient.

Apologies – Victoria Burnip (VB) Practice Manager, Chris Walker (CW) Patient.

**Website**

* JW advised we are aware there has been a lot of noise and concern around the current website. We have taken this on board and are in the process of launching a new website which is currently in final stages off approval. The new website is totally based around the NHS Bench Marking & Improvement Toolkit. We are really excited for this to launch.
  + Patients feedback (JS sent the temporary link out to our PPG Members for there feedback)
    - MB – thought the website was great, very easy to access. He did suggest some sort of photo / logo to make it more personal to Branch End, JW advised VB & the GP Partners are already in the process of doing this.
    - MB – asked about accessibility and if there was a function for visually impaired users to have the information read out. JW will look at this.
    - AW – thought the website was brilliant, very easy to follow. She suggested for the section 'clinics and services' would it be easier to have this in alphabetical order for ease. JW will look at this.
    - EG – thought the website was great and very easy to access.
    - All PPG members in this meeting agreed to having their names published on the website should we want to do this.
* Phone message – The phone message has been severely reduced with just 2 options.
* Prescription line – The prescription line has been reduced 11-3, although we are heavily encouraging patients who can, use Online Services/NHS APP to order repeat prescriptions. We are aware there are selected patients that will not be able to use this function.
* Spring COVID Booster campaign to start in April – Further information will be shared with those eligible.
* Building works – We are currently undergoing renovations around the building.

Julie has sent out the date for the next meeting and will send a reminder nearer the time.