



	<ul style="list-style-type: none"> <li>• 718 e-consults received = 36/day on average</li> <li>• 9,367 appointments with 340 DNAs (3.62%)</li> <li>• 8,033 telephone calls received with an average of 402 per day; Tuesday 26 August the busiest day of the month with 612 calls</li> <li>• Population growth: September 2025 = 15,820; September 2015 = 13,204 = a 16.54% increase</li> <li>• Particularly large increases in the under age 40 population (probably due to the large number of housing developments in our catchment area in recent years)</li> </ul>	
6	<p><b>Patient survey</b></p> <ul style="list-style-type: none"> <li>• <b>TM</b> went through the GP Patient Survey and the survey which she carried out with particular attention paid to the summary and way forward. Further discussions will take place at the next meeting. Two areas identified as urgent attention related to the length of the welcome message and to publicise Extended Hours on the web and TV</li> <li>• <b>TM</b> confirmed that the call back facility had been welcomed.</li> <li>• <b>TM</b> shared the idea of having short video clips about staff roles to be shown in waiting areas. <b>TC</b> asked if some safeguarding of staff could be put in place in case those visiting the practice shared these in an inappropriate way. <b>TM</b> hoped that reception staff would be vigilant around this.</li> </ul>	
7	<p><b>Future meeting topics</b></p> <ul style="list-style-type: none"> <li>• It was agreed to keep the meetings on a Tuesday at 5pm.</li> <li>• Discussion will take place at our meeting in December to agree dates for 2026 and any special requests such as attendance by clinicians / admin staff or</li> </ul>	
8	<p><b>Other issues</b></p> <ul style="list-style-type: none"> <li>• <b>TC</b> asked if there could be clarification around staff access to patient records. <b>TM</b> advised all staff could access records, confidentiality was promoted and taken seriously by partners and management.</li> </ul>	
8	<p><b>Date of next meeting</b> December 9, 2025, at 5pm. Following our normal Christmas format, we will have some snacks available.</p>	