**BEWICK CRESCENT SURGERY – PATIENT PARTICIPATION GROUP (PPG)**

**Notes of PPG Meeting held on Friday 4 December 2020**

**via Zoom**

Discussion took place on the triage system / care navigation and appointments. Face to face appointments were available based on clinical need. An increase in the number of phone calls to the surgery was discussed.

A Social Prescribing Linkworker has been employed, one day per week, and a Clinical Co-ordinator has been appointed on a full time basis.

The Covid-19 vaccination programme will be held at the Hub at the Pioneering Care Partnership, at the Jubilee practice, with staff from Jubilee, Bewick and Hallgarth, Shildon, assisting.

The next meeting of the PPG will take place in April 2021; regular email updates are being issued by the Practice Manager to the PPG.