**Safety Measures**New guidelines from Government you can go out without wearing a face mask. We still require everyone or patients coming into the surgery to wear a face mask. All covid protocols are still in place in the surgery. We have in place hand sanitisers and face masks around the surgery for patients to use. The practice operate wipe down around the building.

YOU SAID.

WE DID.

**PPG Spokes person**

PPG members should have a spokesperson. Please submit your enquires via email or let a member of staff know and the details will be passed onto management.

**Social Prescribing**

During the last meeting the subject of increasing the social prescribing appointments.

Previously there were 24 weekly appointments & after a discussion with our social prescriber we have added an additional 18 weekly appointments which makes it 42 weekly appointments for social prescribing.

**Practice Improvements**We are looking to improve our patient interactions so please feedback to us via the FFT at reception or alternatively we can discuss it at the next PPG meeting.

We are also making improvements to the building over the course of the year.

All staff at the practice have been taking customer service training to help improve relations between patients & Lucas Avenue staff

**Driq**

Patient feedback has been sent to DrIQ team and there will be updates on the app in the coming month. Best time to use the app is between 7:30am—8:30am. Other pathways will be open all day, Please update the app in the app store



**AT MEDICS**