

Tuesday 17 Jan 2023

17:45 p.m -18:45 p.m

Almond Road Surgery

PATIENT PARTICIPATION GROUP MEETING

ALMOND ROAD SURGERY

Present: Corrie Verduyn, Christine Green, Andrea Goodyer, Jillian Hall, Jane Kennedy, Yvonne Flint, Allen Denham

Almond Road representatives: Dr T Wrigley, Louise Crisp, Ginny Cuthbert, Liam Gardner

Item	Minutes
1. Apologies	Christine Ellis
2. Minutes of last meeting (11/10/22)	Disabled parking – we war waiting for the weather to improve, then Dr. Wrigley can re-paint the signage.
3. Matters arising from last meeting	Many thanks for Christine Ellis donating the TV, which is now up and working well. Book shelf is also up and being used. Any money raised from the books to go to the PPG.
4. Digital Champion – Speaker, Liam Gardner	Liam introduced himself as the digital champion for the A1 Primary Care Network (PCN). He is there to help the surgeries and patients with digital queries/issues. He designed the slideshow for the TV and is currently designing a new practice website. Action for the new screen: <ul style="list-style-type: none">• A1 PCN may provide funding for more TVs to make it more easily seen around the waiting area.• Liam to amend the presentation to make it larger and easier to read.• Reception to have a copy of leaflets for patients to take away.• Presentation to be made available on the practice website.
5. New PCN Physiotherapist – Juhi Saini	New physiotherapist started with the surgery. Works every Friday; has telephone consultations and face to face appointments.
6. Cambs LMC – Nov. 2022 update	This is an update on the amount of appointments used/not attended in the area. We had 75 appointments in Dec. (includes telephone and face to face). Action in relation to this: <ul style="list-style-type: none">• Show the amount of missed appointments on slideshow in waiting area.• Map of boundary to be advertised.
7. Winter Crisis – Strep A appointment availability	West Cambs Federation (WCF) have more availability than ever. We have new daily surge clinics. Strep A clinics daily at St. Ives; around 60 appointments available daily for all surgeries. This will be available for a limited time for over 5s.

<p>Any other business</p>	<ul style="list-style-type: none"> • Access to medical records to go live 01/02/23; most patients have access already. • National Association for Patient Participation is available online. They hold regular meetings and events; good source for information/ideas for our practice • There is a dementia support service available. They hold telephone consultations every 2 months for patients with dementia and their carers to access support. • We have a new Occupational Therapist helping our PCN, and the frailty team. • We are currently recruiting for a new receptionist. • The PCN paramedics are currently helping the care homes prevent hospital admissions.
<p>Arrangements for next meeting</p>	<p>Next meeting arranged for 18th April 2023 at 17:45pm. Corrie to chair. We shall email prior to next meeting for any additional agenda items.</p>