**MINUTES FOR THE PATIENT PARTICIPATION GROUP MEETING**

**ALMOND ROAD SURGERY 08/10/2024 – 17:45 p.m.**

**Present Almond Road Representatives:**

Ginny Davies - PA/Administrator;

Louise Crisp – Operations Practice Manager;

Dr. Tom Wrigley – GP Partner

Dr. Morteza Mirab – GP Partner

**PPG Chairperson**:

Christine Green

Jane Kennedy

**PPG Group members**:

Kevin Newman

Yvonne Flint

Allen Denham

Christine Ellis

Christine Green

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| **Item** | **Minutes** |
| 1. **Apologies** | Andrea Goodyer  Jillian Hall |
| 1. **Minutes of last meeting 16/04/2024** | Nothing arisen from minutes of last meeting. |
| 1. **Jane Kennedy/Aimee Phillips (Integrated Neighbourhood Manager)** | JK updated the group following her meeting with AP (whom shall be invited to the next meeting). The Integrated Neighbourhood Manager educates patients as to what is available for them in the area. LC is meeting with AP later in the year to get more info for the surgery. |
| 1. **Book sales** | £76 since last meeting – money will go towards radio license for the surgery to play music in waiting area.  PPG are kindly going to look for children’s books to donate to the surgery. |
| 1. **FFT Feedback** | 98% which is excellent. PPG fed back positive comments they have heard in the community. |
| 1. **LMC Appointment Figures** | Over 490,000 appointments offered to Cambridgeshire & Peterborough residents, which is more than 1 in 2 residents. |
| 1. **DNA Figures** | Slight increase from last month. Surgery does send out warning letters to repeat offenders. |
| 1. **New phone system** | Recently installed which is better. This has a queueing system which has had positive feedback. Surgery now has more information on statistics of usage. |
| 1. **Flu/COVID clinics** | We have run 1 Saturday so far which worked really well. Queues were caused by patients turning up early, so we are looking at changing the queueing system for the next clinic being held on 19th October. PPG members kindly volunteered their help during the clinics, which is much appreciated. |
| 1. **New Starters** | MM joined as a GP partner in May, and had worked with us previously as a locum. Is working on improvements for the surgery. Currently works Mon, Tues and Fri.  Dr. Tilbury has also started with us as a GP retainer – brings trainee GPs to the practice. Works Mon and Thurs. She runs implant and coil clinics, which increases the services we offer.  Now have 6 x doctors.  We also have had 2 new receptionists start within the last month who are doing really well. |
| 1. **Radio license** | We are looking into paying for a radio license in order to play music in the waiting area which should improve confidentiality and provide a nicer waiting environment for patients. |
| 1. **Any other business** |  |
| 1. **Arrangements for next meeting**   **Tuesday 21st January 2025 – 17.45 p.m.** |  |