



**ARCADIAN GARDENS SURGERY
PATIENT PARTICIPATION GROUP (PPG) MEETING**

Date:	27/11/2024, 18:00-19:00, Brookwater House Care Home
In Attendance:	SG (Chair & Minutes), Dr KP, Dr ZK Care Home Manager: DD Patients: Dr JP, RP, MM, RD, LR, EP Apologies: GA, AM

AGENDA ITEM

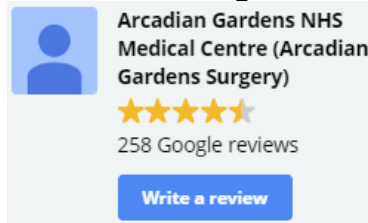
1	Welcome
2	<p>Winter Fete 07/12/2024 2-5pm Brookwater House Care Home</p> <ul style="list-style-type: none"> - RP will kindly attend practice on 03/12/2024 to promote by handing out leaflets. MM and LR will also collect leaflets to distribute. SG will prepare. - Stalls to be set-up at 12:00: RP/DR JP/EP – Teas/coffees/cake/donation collections GA – Prosecco Brookwater House – Live singers/Santa Daughters of Dr KP/Dr ZK/MM – Selling books SG/OK – Allotment donation stand/selling donated items with video of allotment in background as per PPG member Dr JP. OK – Pizza OS – Marshmallows (cancelled retrospectively post event due to sickness) Judith – x4 cake tray donations AM – Assist with raffle Additional participants – Candles stall Additional participants – Skin/beauty/health products <p>Other PPG members and practice staff not running a stall will also participate through their attendance.</p> <p style="text-align: center;"><u>A Massive Thank You! Christmas Fete raised £600 for Practice Allotment! - Arcadian Gardens Surgery</u></p>
3	<p>Updates from practice / AOB</p> <ul style="list-style-type: none"> - New telephone system As of 17/12/2024, we will be with a new assured phone supplier <u>Checkcomm - Check Cloud - NHS England Digital</u> from the Advanced Telephony Better Purchasing framework with advanced patient ring back. There should be improvements to the call-back service following feedback from patients and from PPG member MM today regarding the previous automated call-back system. <p>Reception staff will have a new wallboard to monitor call waiting times.</p> <p>Practice would be able to prioritise calls for more vulnerable patients with certain codes in their records.</p>

6-month call recordings.

Consider doing telephone system survey discussed as discussed with MM.

Google reviews

- Practice is doing well and has a 4.3/5 rating.



Long Term Conditions Care

- We have two new Care Coordinators calling patients for [Long Term Conditions Care - Arcadian Gardens Surgery](#) reviews.

Infection Control Audit

- Patients can access: [Infection Prevention and Control - Arcadian Gardens Surgery](#)

PPG Feedback

- RD gave positive feedback about access in comparison to other surgeries having spoken to friends.
- LR stated Online Consultation booking service very good and encouraged people PPG to use [Check it's not an emergency | Arcadian Gardens](#).
- MM gave feedback regarding automated telephone call-back service and new, improved service discussed as above.

Thank you to all and Brook Water House Care Home! We look forward to seeing you at the Winter Fete and thank you for your participation.



END