**MINUTES FOR THE PATIENT PARTICIPATION GROUP MEETING**

**ALMOND ROAD SURGERY 29.04.2025**

**Present:**

**Dawn Carrington**

**Allen Denham**

**Kevin Newman**

**Jillian Hall**

**Yvonne Flint**

**Andrea Goodyer**

**Apologies:**

**Christine Ellis**

**Christine Green**

**Almond Road Representatives:**

**Louise Crisp – Practice Operations Manager**

**Ginny Davies – PA/Administrator**

**Dr. Thomas Wrigley - GP**

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| **Item** | **Minutes** |
| 1. **Apologies** | Christine Ellis  Christine Green |
| 2. **Minutes of last meeting** | **GP Survey –** awaiting results which will be shared when published. |
| 3**. Matters arising from last meeting** |  |
| 4. **Book sale** | £77.50 raised since last total. This money is going towards the annual music license for the surgery to play music in the waiting area. |
| 5. **FFT Feedback** | 93% latest positive feedback. Most raised issue is appointments being late – this is avoided where possible but can occur when clinician dealing with complicated medical issue/patients arriving late to appointments which can make the clinic continue to run late. |
| 6.  **DNA Figures** | 76 DNAs in March. |
| 7. **Wellbeing & Discovery Program** | We are awaiting further information on this. |
| 8. **Practice improvement plan** | The surgery has more clinical staff than ever meaning we are struggling with the amount of clinical rooms we have. We are talking to the ICB re re-configuring the surgery in order to create more clinical space. This is in consideration at the moment but we would be grateful for the PPG’s support with this endeavor. Once we have heard more from the ICB, we ask if the PPG could kindly write in support of this. More clinical rooms will enable us to accommodate more community services, such as diagnostic imaging, that would benefit our patients and the local community. |
| 9. **iPlato/AccuRX Change** | Due to a recent change in funding, we have switched our SMS system from iPlato to AccuRx which we were already utilizing. This means any appointments cancelled by patients via SMS are coming off the system instantly and seems to have improved our messaging system. |
| 10. **Covid spring boosters** | Many thanks to the PPG volunteers that helped us on the day. Feedback given that the day was very well organized. There were some concerns around frail patients queueing but this was handled well and as safely as possible. |
| 11. **Dr. Hasan and Dr. Tilbury leaving** | Dr. Hasan is a GP trainee that has finished her rotation with us. She will be leaving to work at Lakeside to continue her GP training.  Dr. Tilbury joined the practice in July 2024 and shall be leaving us in May. Dr. Mirab will become a GP trainer in her stead and increase his sessions. New trainee GPs will join the practice in the coming months. |
| 12. **Any other business.** | **SMS issues –** Raised that some aren’t going through in a timely manner. GD and LC to look in to any IT issues.  **Medication changes –** Issue raised of a medication being changed. There are a multitude of reasons why this could have occurred. We would encourage any patients with medication queries to contact the surgery for assistance.  **Integrated neighbourhood team meeting –** AG attending tomorrow and shall feed back at the next meeting.  **Enhanced access –** This is currently being provided by the surgery but we are awaiting more information from the ICB as to how this is going to continue. |
| 13.  **Arrangements for next meeting.** | Tuesday 29th July 17:45 |

Ginny Davies

PA/Administrator

Almond Road Surgery PPG