**Cadbury Heath Patient Participation Group**

 **Minutes of meeting held 14 October 2024**

**Present**:

Richard West (RW), Derek Brewer (DB), Michael Armstrong (MA), Lisa Wilkins (LW),

 Anne Thomson (AT), Vickie Phillip (VP).

**Apologies**

Steve Howell, Helen Jones, Linda Morris, Rosemary Dibble, Caia Frances

Janice Suffolk, Anne Hobdey.

RW said he would like to stand down from producing the minutes if a replacement could be found, and VP reported that RD was giving up her chairmanship of the PPG

LW was welcomed to her first meeting.

Developments. VP reported that August had been a fairy quiet month. Following a complaint about rats the garden area had been cleared and VP hoped to make into a tranquility area. To this end, Kath had bid for funding from WECA. A gardening session was planned for 2 November from 9am until 1pm.

A new nurse (Emily) had been appointed, and the practice hoped to have a new GP starting in December. Holly, formerly a phlebotomist, has now qualified as a Nursing Associate, and Nickie has started training as a Nursing Associate.

Reception is fully staffed. AT praised Lilly of the reception team for the effort she had made to help her.

There was a discussion about abusive patients prompted by a recent text sent to patients, and VP confirmed she had written to the patient concerned. VP is also trying to understand why some patients are serial DNAs and is telling them how easy it is to cancel an unwanted appointment.

Patient Experience. MA pointed out that the PPG does not get feedback on patients’ experiences and VP will endeavour to provide this. There was also a discussion about the more effective use of screens.

Biobank. AT asked for the GPs to provide feedback for discussion at the next meeting.

Physician Associates. Both have left for other secondary care jobs, and there are at present no plans to replace them.

Next meeting. This will be in January/February, and VP will email every one with the date and time. Meanwhile everyone will look at the Practice web site and provide VP with feedback.