|  **Minutes of the Patient Participation Group (PPG) Meeting held 26th January 2023 at 18.15 at St Clare Medical Centre**  |
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| **Attendees:**Ian Cary (IC), Tracey Hembrough (TH), Fiona Cock (FC), Marna Blundy (MB), Emma Martin (EM) Elisabeth Thomas (ET) Jack Munro Berry (JMB), John Rudge (JR), Amy Symons (AS) Rachel Leonard (RL) and Liz Burns (LB)  **Apologies**Katherine Cox Becky CloughJoyce Lee  |
| **Summary of decisions made:*** Boundary issue to be appealed
* Positive feedback over social media
* Promoting patient information in the Practice
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| **Actions:** |
| * IC appeal practice boundary
* EM to deal with patient queries
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| **Key points of discussion** |
| **Welcome**Amy Symons, Rachel Leonard and Liz Burns were welcomed to the PPG of Atlantic Medical Group. **News from the Practice** Enhanced hours are now being offered from both St Clare Medical Centre and Cape Cornwall. 1st Thursday of every month and every 3rd month on a Saturday are provided at Cape Cornwall. These can be pre booked and are offered to all patients. Pre booking of appointments are working well, as are telephone appointments. A mixture of both is requested by patients and are full daily. **Staff News from the Practice** A new salaried GP has been employed on 6 sessions a week – Dr Achuthan Sripathmanathan Jane Nicholas has joined the team as a Practice nurse working 21hrs a week. Three more receptionists have been employed, and one receptionist has moved over to the HCA team, meaning the Practice now has 63 extra hours a week working in Reception. Atlantic Medical Group has also another 2 sessions a week from our First Contact Physiotherapist**Practice Boundary** IC agreed to find out how to re appeal the practice boundary currently set for Atlantic Medical Group.**Feedback from Patients** An elderly patient had written to say thank you for the help they received from Mark Skeplorn (Paramedic). They were extremely grateful for their care and follow up after being in Hospital. IC commented that as a requested by a PPG Member Joyce Lee, Mark has also attended the Memory Club in St Just. A patient had reported a dispensing issue to FC. EM will investigate this. First thoughts were a stock issue. Recording of covid and flu data. FC mentioned an issue on a certain date, where maybe some data had been missed from patient records. EM will investigate this. Patients have turned up at one site and their appointment has been at another. EM has reminded all clinicians and admin that when booking appointments, the location must be checked and double checked.**Penwith Integrated Care** LB attends the meetings regarding Penwith Integrated Care and suggested representing Atlantic Medical Group. PPG members will think about this and decide by next meeting. **Social Media**Comments on social media can be turned into a negative which can be very demoralising for the staff. As a PPG and Practice helpful and positive comments should be kept for social media. **Promoting using the PPG** FC is happy to manage a ‘table’ providing wellbeing information for the patients, at both Cape and St Clare. This was provided previously by the PPG and well received by patients. FC will investigate this and report back to the PPG.  |
| **Next Meeting: Thursday 4th May 6pm at Cape Cornwall Surgery**  |