| **Minutes of the Patient Participation Group (PPG) Meeting held 25th January 2024 – Cape Cornwall Surgery** |
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| **Attendees:**  Ian Cary (IC), Tracey Hembrough (TH), Marna Blundy (MB), Emma Martin (EM), Elisabeth Thomas (ET), Amie Hembrough (AH) and Liz Burns (LB)  **Apologies**  Fiona Cock  Joyce Lee  Becky Clough |
| **Summary of decisions made:** |
| **Actions:**  Explore Educational Meetings for patients – EM/AH |
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| **Key points of discussion** |
| **Matters from previous minutes discussed:**  ***Douglas Woolcock Transport***  ET informed the group that a volunteer has been found to deal with the booking of the appointments for Douglas Woolcock.  ***Continuity of Care***  TH has discussed this with the Partners of AMG. Currently due to the lack of clinicians AMG currently do not have the resource to offer this. If a patient is willing to wait for a clinician of their choice, they can be pre booked. Any patients on End-of-Life care will be prioritised and where at all possible continuity of care will be given.  **Updates and News from the Practice**  IC informed the Group that Dr David Carruthers had retired at the end of November 2023 and Dr Jack Munro-Berry had left the Partnership also at the end of November 2023. Patients can still see Dr Jack Munro-Berry at the Practice as he is covering locum sessions. Tracey Hembrough, Partner (Advance Nurse Practitioner) will be retiring at the end of August 2024.  Dr Marlen Jackman has joined the team as a Salaried GP working 6 sessions a week. Dr Jackman is a German GP and because she did not qualify as a GP in the UK, she will be required to work under the supervision of another GP before she is allowed to Practice independently, her supervision period will end in August 2024.  The Primary Care Network have employed Julie Bishop, a new Social Prescriber which AMG will have full-time and will be accepting referrals from 29.01.24. They have also employed Claire Flower a Health and Wellbeing Coach who will be contacting patients identified as frequent users of the Practice. Clare will then see if signposting or other options will help the care of the patient. Claire will be working across other Practices, but AMG will have a share of her full-time hours.  Current demand is still increasing, and AMG have 11,900 patients currently registered with them.  **Primary Care Hub**  Primary Care Hub, which has been created by the Primary Care Network, is a hub which will supply appointments for all patients to be seen at one location. The current plans are to host this hub at Stennack Surgery. The PCN are currently trying to staff this with clinicians.  **Experiences of phoning the practice at 8.15am**  Current experience from a member of the PPG, was that when they phoned the surgery at 8.15am, they were told that the lines were busy and to call back. EM explained this is because AMG can only have a certain number of holding lines for patients, which cannot be increased. If this happens, patient will have to call back to eventually join the holding que.  **Physician Associate Role**  Amie Hembrough was invited to the meeting to explain her Physician Associate role within General Practice. The members of the group found this extremely interesting.  **Wellbeing of Staff**  Current staff wellbeing is good, a lot of hard work supported by great team work helps, which is what AMG have ta present.  **CMDU – Covid Medicines Delivery Unit**  TH informed the group of the news that AMG are now the CMDU for the whole of Cornwall. AMG have employed a team of nurses and prescribers who deal with all patients who have tested positive for Covid and who are eligible for Anti-Virals.  **Any other business**  Discussion took place regarding ‘educational evenings for patients’ at St Clare Medical Centre and Cape Cornwall Surgery. This was agreed to be a good idea in principle, but significant thought would have to go into what topics to include and how inviting patients would work. |
| **Next Meeting: Thursday 25th April 2024 6.30pm – St Clare Medical Centre** |