

Academy Medical Centre Patient Participation Group

Notes of Meeting Held on Tuesday 14th March, 2023 at 5.30pm

Chairperson – Linda Spence

Notetaker – Marion Fenwick

1. **Welcome** – Ashley McGregor was in attendance from the practice staff.
Apologies – None
2. **Notes of meeting held on 14th February 2023** – were read and approved.
3. **Matters arising from the notes not on the agenda – Youth Forum** - Ashley reported that the notes of the youth forum meeting had been circulated to members previously and that the young people were establishing their priorities prior to the next meeting. **PPG cupboard** – It was reported that the information desk was now cleared of leaflets and work was ongoing in the PPG cupboard in the conference room.
4. **Treasurers report** – the balance of account stands at £408.88p
5. **Service delivery and practice update** – Ashley reported that a new appointment system is coming into operation and staff training is currently in progress. Members again raised the issue of the television screen writing in the waiting room being unreadable and if new systems are being introduced involving technology surely this would be a good time to revisit the size of the television and or readable text. In addition there will be no on line appointments this facility has been removed from the web site. **Updated CPR training** for all staff is currently ongoing. **Practice leaflets** have been reviewed by staff and are to be circulated to PPG members for comment. It was agreed that the **patient's comments box** should be returned to the waiting room but will require to be monitored by staff on a weekly basis. **The mental health and wellbeing hub** is now on the practice website. The service is available for any person 16yrs or over who is presenting with mental health and wellbeing support. Patients can self refer and the referral is sent to the mental health and wellbeing hub to decide what support best meets the needs of the patient. The hub includes nurses, social workers, psychologists, mental health and wellbeing support workers and social prescribers. In addition OTs, AIDARs and Penumbra are also involved.
A tree will be planted to the rear of the practice to commemorate 70 years of general practice.
6. **Health campaign calendar** – Aprils campaign will be Mental Health/Stress awareness and Bowel Cancer awareness month.
7. **Publicity and practice website** – all up to date.
8. **AOCB**
9. **Chair for next meeting** – Marion Fenwick
Notetaker – Ann Watt
- 10 **Date of next meeting Tuesday 11th April, 2023 at 5.30pm**