

Academy Medical Centre Patients Participation Group

Notes of meeting held 8th October 2024 at 4.30pm

Chairperson- Anne Watt

Notes - Libby Souter

In Attendance – Allan Barker, Muriel Fairley, Angela Tuner and Teressa Forbes

Apologies – N/A

- Notes of meeting held 13th August 2024 - accepted as accurate and correct
- Matters arising from notes not on the agenda
 - Anne was given authorisation from a family member to put a piece about Marion in the Newsletter
 - Libby explained about Amy Rodgers project and the group agreed to invite her to the next meeting to explore further how we may be of assistance
 - Angela brought to the group's attention that there were some issues with the online prescription process for new CMS patients registering on the website. It was showing as complete at one point but not showing as complete on website – Teressa explained that this website is run by a third party and the practice has no control over what the patient sees on the site
 - Patient totals differ on separate site pages
 - Waiting room clock 3 min fast – Teressa to correct when the clocks change end Sept
 - No music now on phones, engaged signal now if 15 or more patients waiting in queue, People complained about the previous music
 - No update on bench, but there is to be a bike station in the space between the outer and inner door foyer area
 - Headstart Training 5th November at Stracathro Hospital, Allan offering lift to anyone who wants one
- Finance Report - £368.04
- Service delivery and practice update – All going well in the practice no updates to report
- Health Campaign Calendar for September – Breast awareness, Menopause
- Publicity and practice website all up to date
- Date of next meeting – 12th November 2024, Chairperson Libby Souter Chairperson and Muriel Fairley Notes
- AOCB – It was suggested we have Forum/information sessions in the practice e.g Dementia