**Grove Medical Practice Patient Participation Group Meeting**

**Wednesday17th April 2024 at 19.00**

**Community Room, Morrison’s Supermarket**

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| **Attendees**: Chair - Maggie Nicol (MN), John George (JG), Ian Greaves (IG), Keith Grimwade (KG), Nick Irish (NI), George Jackson (GJ), Penny Leigh-Brown (PL-B), Vi Parkinson(VP), Maggie Redgrave (MR), Julie Ryder (JR), |
| **Apologies:** Ann Asquith, Helen Bessemer-Clark, Peter Brewer, Lesley Caddoo, Paul Calvert, Karen Clapp, Margi Fosh, Steven Hayes, Susan Hennah-Barham, Peter Keen, Roger Mitchell, Emma Pratt, Allen Schofield, Derrick Spencer-Briggs, Tina Yates. |
| **1. Speaker – Ellen Aboukhatwa Manager St Ives PCN Integrated Neighbourhood** MN welcomed Ellen to the meeting. Ellen started at the end of February 2024 and explained her role was to map all the social and community services within the PCN to provide a cohesive network of support. This will allow better referral to the support available for the wider determinants of health such as housing and social isolation. The plan is to first map what is available and then form a board to develop key priorities for our neighbourhood. Ellen is very happy to hear from anyone who knows of local services and charities ([ellen.aboukhatwa@nhs.net](mailto:ellen.aboukhatwa@nhs.net) ). A launch event is planned for 10th May 2024 and members of the PPG are invited (see invitation below). Please let Ellen know if you are planning to attend. |
| **2. Minutes & matters arising from previous meeting**  a. **Repeat prescriptions taking longer** – Grove reiterated that repeat prescriptions collected from the surgery require a **minimum of 5 working days**. The CRG commented that this is often taking longer and suggested telling patients to wait 7 or 8 working days before going to collect. Several members reported missing medications – this is due to ongoing shortages of several commonly prescribed medicines within the UK. |
| **3. Update from Core Representative Group (CRG) & Practice Manager’s Report** (circulated in advance)  **a. Anima Online Portal** Members reported that the portal was commonly closed, even at 8 o’clock in the morning requiring patients to telephone instead. This is due to the capacity for submissions having been reached. It is still open for some activities, such as checking blood results, but not for appointments. MN reported that being told repeatedly to go to the online portal whilst waiting in the telephone queue, because Anima was closed, was extremely frustrating!  **b. 2 new Paramedic Practitioners** Chris Lanyon & Cerianne Martin are now in post and will hopefully ease things a little. **c. Covid19 Spring Boosters** Grove is offering this to **those over 75 years**, those in care homes and the housebound. Several members reported receiving a call from the NHS but nothing from Grove. Simon Stitson has confirmed that these will be offered. They are currently vaccinating housebound patients and care homes. **Clinics will start on 1st May and can be booked by telephone or going to Reception**. **d. TV screens** have been ordered, one for each waiting area. MN commented that it would be helpful, and avoid the need to ask reception, if the check in screens said whether to wait upstairs or downstairs. **e. Bladder infections in women over 60 years.** Dr Jo Pritchard said that they are hoping to streamline treatment and prevention for this within the Primary Care Network.  **f. Patient Satisfaction figures** The Grove Update shows that 68.75% of the feedback about Anima was positive and 89.36% Good or V Good in the Friends & Family Test. JG asked how this compares with other GP Practices? After the meeting KG found the following on the NHS England website:  Percent positive for England 91%: Cambridgeshire and P’boro 91% - The Grove Medical Practice 89% Spinney 92%, Spires 91%, Moat House 97%. (<https://www.england.nhs.uk/?s=friends+and+family>) |
| **4. CPFT Update** (circulated in advance) KG reported that this was his last meeting as a Governor. Thus far no one from our PPG had contacted him about becoming a governor. He reiterated that he found it interesting and the number of meetings each year (2 face-to-face) and two on Zoom) were not onerous. MN thanked KG for his contribution and hoped that he would remain a member of the PPG. |
| **5. AOB** Each member of the group was invited to raise any issues/concerns that had not already been addressed during the meeting.  **NI** reported his disappointment that the Red Cross Mobility Aids centre in Cambridge, where he is a volunteer, is being closed. All equipment will now be held centrally and inevitably take longer to get to those requiring help.  **JG** asked about Shingles vaccine, which are being advertised on local radio.  The Grove website says that patients will be notified. This is a link to information about the difference between the two vaccines: Shingrix and Zostavax. <https://www.grovemedicalpractice-stives.nhs.uk/services/shingles-vaccination-information/> |
| **6. Date of next meeting: Wednesday 17th July 2024 at 7pm**.  **Venue**: Community Room at Morrison’s Supermarket, St Ives PE27 4NB |

A close-up of a calendar

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