**Grove Medical Practice Patient Participation Group Meeting**

**Wednesday 16th April 2025 at 19.00**

**Community Room, Morrison’s Supermarket**

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| **Attendees**: Chair - Maggie Nicol (MN), Peter Brewer (PB), Paul Calvert (PC), Lesley Caddoo (LC), Karen Clapp (KC), John George (JG), Ian Greaves (IG), Audra Green (AG), Steven Hayes (SH), Susan Hennah-Barham (SH-B), Penny Leigh-Brown (PL-B), Vi Parkinson (VP), Emma Pratt (EP), Julie Ryder (JR), Allen Schofield (AS), Tina Yates (TY). |
| 1. **The role of the Reception Team**

MN welcomed Simon Stitson, Practice Manager to the meeting. Simon explained that there are 10 people in the reception team, and they all rotate through the various roles: reception, telephones and working with the duty doctor. All requests are reviewed using a Red, Amber, Green (RAG) rating to determine the urgency. All decisions are made by the doctor, not the receptionist.if you use callback on the telephone you will not lose your place in the queue. You will be called when it is your turn. The message offering callback will ask you to press 1 for the service and then again to confirm it is for the number you are calling from.Friends and Family feedback for the reception team is good. All feedback is examined, and positive feedback is fed back to the reception team. Training is in-house. They spend 4 – 6 weeks shadowing experienced staff and seeing all stages of the process for patients through the Practice. They also do online training for issues such as safeguarding.**EP** asked if there could be privacy provided for patients giving their history to the receptionist as this is overheard by everyone waiting. SS said there is a room where they can be taken but this is not common. Screens to create a ‘booth’ were suggested. SS will investigate.**AG** asked if prescriptions for different medicines could be synchronised to make collection easier. This should be done during the annual medication check with the Clinical Pharmacist or Pharmacy Assistant. For those who collect from the Grove Dispensary (those who live further than one mile from the chemists in St Ives) the service has improved greatly as they have now caught upon the backlog. **KC** asked if bereavement calls could be made to a carer if there is no spouse. SS said he would investigate. |
| 1. **Matters arising from notes of last meeting and CRG meeting-** Nominations for Chair and CRG. No nominations were received for Chair so MN will continue in the role. One nomination to join the CRG. The group are pleased to welcome Julie Ryder to the CRG. As Helen Bessemer-Clark has left the group, the existing members of the CRG will all continue.

- Appointment texts now state whether F2F or telephone. Reminder texts do not state whether F2F or telephone, but Simon Stitson will investigate changing the wording so that it does not imply it is F2F for all appointments.- Art at Grove Medical Practice Anne Asquith has liaised with Simon Stitson and one artist will be exhibiting her work for one year. A local Primary School will also be exhibiting their work on a special noticeboard on the first floor. |
| 1. **Grove Update** – circulated in advanceGrove Open Day - This will be on **17th June**. From 2-6pm. The PPG will be present to invite patients to join. Clinical and support staff will be present to share information about their role. Covid vaccines Spring campaign - This will be offered to vulnerable patients of all ages plus those over 75 years. Air conditioning – installation is now under way and should be in operation by early June.
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| 1. **Start time of the PPG Meetings**Allen Schofield requested an earlier start at 6pm. Several members of the group said an earlier start would mean they could not attend. After discussion it was decided to trial a 6.30 start. **Consequently, the meeting in July will start at 6.30pm.**
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| 1. **AOB LC** had experience of a 90 year old with dementia being asked to climb onto an examination couch which could not be lowered. This was in a downstairs clinical room. MN will raise this with Simon Stitson.**SH** asked about recycling blister packs, which was discussed last October. MN reported that Boots in Cambridge now recycle blister packs as well as Superdrug. St Ives EcoAction are trying to get the service provided in St Ives.
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| **6. Date of next meeting: Wednesday 9th July 2025 at 6.30**. – NB note new time (see item 4 above)**Venue**: Community Room at Morrison’s Supermarket, St Ives PE27 4NB |