

**PCS City Practice**  
**Minutes of the Patient Participation Group Meeting**

held on  
 30<sup>th</sup> October 2023 – 1.00 pm

<b>Present:</b>	
Nicola Pryor (NP)	Support Manager
Patient - YZ	

	<b>ITEM</b>	<b>Action</b>
<b>1.</b>	<b>Welcome and Introductions</b>	
	<p>Nicola opened the meeting and welcomed everyone.</p> <p>NP described the purpose of the PPG meeting.</p>	
<b>2.</b>	<b>Staff Leavers/Starters</b>	
	<p>An update was given regarding maternity leave in the practice and the plans for over.</p> <p>It was confirmed that the GP Lead from a couple of years ago is now the Lead at another practice.</p> <p>We've had two new receptionists join our team recently and are settling in well.</p>	
<b>3.</b>	<b>Anima</b>	
	<p>NP talked through the features of the phone system.</p> <p>A new online triage and treat system will be available soon.</p> <ul style="list-style-type: none"> <li>• An information sheet was shared, which had been emailed by Kiz.</li> <li>• Talked through the details and asked for feedback. None was provided on the day but please speak to a receptionist who will record any feedback given.</li> </ul>	
<b>4.</b>	<b>New Premises</b>	
	<p>Explained of the proposal to move to a new building, subject to all areas being satisfied by the wider NHS. The public consultation has recently closed.</p>	
<b>5.</b>	<b>ARRS Roles</b>	
	<p>Physiotherapist – this gives another option for patients to use, rather than always</p>	

	being seen by a GP. Only for those patients it is suitable for.  Pharmacists – are able to deal with medication reviews and queries. The Pharmacist at City is training to be an ACP so will also help with some minor illnesses too.	
<b>6.</b>	<b>AOB</b>	
	YZ – requesting a letter from GP for home office.	
<b>7.</b>	<b>Date of Next Meeting</b>	
	TBC	