**Minutes of Patient Group Meeting**

**Wednesday 23 February 2022**

**1pm – 2pm**

**London Road Surgery**

**Patient Group members:**

Anita Engleman

Martin Engleman

Diane Lawrence

Robert Smith

Brian Smith

**Paramedic Mel Armstrong (MA)**

**Practice Manager:** Grainne Donnelly (GD)

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|  | **Welcome**  |  |
|  |  Grainne welcomed everyone to the meeting |  |
| **1.** | **Minutes of the last meeting** | All |
|  | No review of minutes from meeting on 20.8.21 as already sent out.Next Meeting for PPG members to attend will be 2.3.22 |  |
| **2.** | **Mel Armstrong – Paramedic** **Paramedic and Nurse Practitioner Pam Biney** | All |
|  | GD introduced Mel Armstrong our new Paramedic.Mel has joined us from working in London for 20 years with the London Ambulance Service. Not many practices have a Paramedic in their team.Mel discussed her new role and working with the GP’s to see patients at home and in the practice.Mel brings a wealth of experience in assessment of patients and their treatment. |  |
| **3.**  | **Updated Website****Patient Newsletter****Pharmacy referrals****MH FCP – Monika****Social Prescriber – Jane****Live Well Link Well** |  |
|  | GD discussed the services that support Primary care and the importance for patients to let us know why they need an appointment so that we can signpost them to the correct clinician. There are now extra Health Care Professionals who now support the Team at London Road Surgery.GD discussed:Nurse Practitioner – Pam BineyPharmacy ReferralsSelf-Care and NHS Health ChecksIn-house pharmacists – who do medication reviewsSocial Prescriber – Jane DolbyHome Blood Pressure recordings – are encouraged as some patients have bought a BP machine and email/post their readings for 7 days.Care Navigation - Live Well Link Well **0300 303** **livewell.linkwell@nhs.net**e-consult – a new online consultation service that Mel will be triaging. These can be Admin or clinical queries. Access is by the website. Already used by lots of GP practices across UK. |  |
| **4.** | **Development of London Road Surgery to be Dementia Friendly****November 2021 – Alzheimer’s Society – Dementia Awareness Talk** |  |
|  | Feedback from the Dementia Awareness presentation by Mark Neville in November was very good. Patients found it very interesting.London Road Surgery is now engaging with Alzheimer’s Society to become Dementia Friendly. GD is meeting with MN on 16.3.22 to discuss this further. |  |
| **5.**  |  **Our Mission Statement:****The practice aims to provide a high level of primary healthcare to the local community, with the emphasis on the family and the active use of giving good medical advice to our patients which will empower them to both prevent illness and improve their standard of healthcare. It is our intention to promote a healthier lifestyle to the community within which we work by providing a wide range of services.** |  |
| **6.** | **Next Steps** |  |
|  | GD asked the group about their thoughts for other meetings of this type.Suggestions were:DiabetesIn-house PharmacistSocial PrescriberGD to create a schedule of Talks. This can be discussed at the next meeting on 2.3.22 |  |
|  | Close of the meeting |  |
|  | **Date of next meeting:** Wednesday 2.3.2022 5.30pm |  |