**MINUTES OF PATIENT GROUP MEETING – TUESDAY 13 MAY 2025**

PRESENT – Mandy Hallam, Judy Harvey, Lesley Hall, Viv Palfeyman, John Flinders, Cedric Norman...

APOLOGIES – Janet Bostock, Jane Wharton.

MINUTES OF LAST MEETING – were reviewed.

SPEAKER – Jodie Cook PCN Development Lead for AVH Ltd and ARCH PCN (Amber Valley Health Ltd/Alfreton, Ripley, Crich and Heanor Primary Care Network. Jodie gave an interesting talk about preventative testing etc at day time drop-in clinics at various places e.g. Leisure Centres across the area. They are trialling events in the evenings as well locally, in places such as Infinite Wellbeing and Charles Hill in June and July. They are compiling statistics for various areas with various problems. In High Peak they run a Patient Network.

REPORT ON PPG NETWORK MEETING 29 APRIL – this was a Teams Meeting attended by Judy Harvey who read out her Report on the meeting. A paper copy was also given to Mandy for the Practice’s Records.

FURTHRE ACTION RE 2024 SURVEY RESULTS – Mandy advised that new messages were being considered for the telephone answering. It was agreed that number 2 together with the last sentence of number 1 was the best option.

ANY OTHER BUSINESS – Mandy reported that the Practice has been given funding for the renovations and that we will be able to view the drawings when they are ready.

A point was raised about the situation regarding 2pm appointments and the fact that the surgery doors only open at 2pm. When it is time for the doors open, there is usually a queue of people outside. By the time they have got in and have used the signing in pad, they are invariably already late for their 2pm appointments. There was some discussion about whether to open the doors 5 minutes early (although that would impact on the Receptionists’ lunch breaks) or to make the first appointment for 2.05pm. Mandy agreed that further discussion within the Practice needs to take place on this point.

DATE AND TIME OF NEXT MEETING – Tuesday 12th August 2025 at 6.30 pm.