**Patient Participation Group Meeting**

**Time & Location: Wednesday 10th Sept 2025 19:00 George Clare Surgery**

**Present from the Practice: Dr Angela Stevens-King, Tanya Claridge (Clinical Manager)**

**PPG Attendees: Ron Hodson, Councillor Ann Hay, Richard Angood, Edward Crowcher, Nicole Lloyd & Mike Quinn (Chair)**

**Minutes**

* **NHS England/Integrated Care Boards/Integrated Care Partnerships/Healthwatch/Primary Care Networks structure and proposed changes.**

General discussion around changes to structure of NHS bodies and possible ways in which the surgery might be affected.

* + NHS England and Healthwatch being discontinued – absorbed into Department of Health and Social Care.
	+ Enlarged Integrated Care System will combine Cambridgeshire & Peterborough with Bedfordshire, Luton & Milton Keynes and Hertfordshire.
	+ Integrated Neighbourhood Fenland working with local Primary Care Networks to provide coordinated and proactive care.
	+ As there is so much change underway it will remain unclear how the voice of the patient will be incorporated at local, regional and national levels.
* **Practice staffing and organisation update – staff churn/vacancies/new starters/planned training dates**
* Surgery reception staff churn resulting in 2 vacancies that will need to be filled. Several candidates have already applied, and the recruitment process will be completed as soon as practicable.
* A new GP working two days a week is due to start in October
* A new Practice Nurse is also due to start in October
* **Practice initiatives – any new/revised methods or campaigns being introduced or planned**
	+ The dispensary at the surgery is now closed on Fridays
	+ On-line triage is being used alongside incoming telephone triage – initial volumes proving to be a challenge with a cap needing to be applied to avoid being overwhelmed. Situation being monitored and expected to settle to a manageable level.
* **Key statistic reporting**
* TC provided a set of key indicator charts covering Numbers of appointments attended and missed in July and August, a breakdown of missed appointments by type and details of numbers of appointments according to how far in advance they had been booked.
* It was agreed that key indicator data would continue to be collected so that trend analysis over time can be carried out.
* Future key indicators will include statistics from the surgery telephone system and a summary of complaints received by the practice.
* **PPG Constitution**
	+ MQ proposed that the current PPG constitution needed to be revised to provide a more accurate description of how the PPG will operate in practice.
	+ Attendees of the meeting agreed to look at the current document, which MQ will distribute, and discuss proposed amendments at the next meeting.
* **PPG Workplan and campaign to encourage wider participation/membership**
	+ MQ will investigate how other PPGs have approached making improvements to their effectiveness and broadening participation that would be more representative of the patient population.
	+ A medium/long term plan for development of the GC PPG will then be produced.
* **AOB**
1. Date of the next meeting – Proposed 19th November 2025