**Wednesday 02nd October 2024@ 13.30pm**

**AGM PPG Meeting Agenda**

1. **Arden Medical Centre annual AGM**
2. **Reception feedback** discussed and praised for great staff at Arden.
3. **PPG chair appointment** discussed and any expressions of interest to be directed to Practice Manger
4. **Face to face PHYSIOTHERAPY** appointments at Hampton Surgery discussed. We have access to face-to-face Physiotherapy appointments with Karen based at Hampton Surgery, Fentham Hall, Marsh Lane, Hampton in Arden, B92 0AH. Call reception to book in or for more information.
5. **PHARMACY FIRST** discussed. We are participating in a new approach to improve access for patients to GP appointments. Patients will see the right healthcare professional for their needs, which may be a Pharmacist. This will help us to free up GP appointments for people with more complex health needs. We will now signpost patients to the local chemist. For example, issues they can cover are UTI’s (female only 16-64 years), Impetigo, Infected insect bites, Sore throat (over 5 years old)
6. **OUT OF HOURS APPOINTMENTS** discussed. Patients can continue to benefit from our extended GP access service, with appointments available weekday evenings between 18:00 —20:00 and Saturdays between the hours of 9:00 — 17:00. Our in person appointments are held at our PCN hubs: Dorridge Surgery or Balsall Common Medical Centre Please call reception to enquire or to book.
7. **GPNET-0 Study** discussed. Arden Medical Centre is taking part in the Implementation of decarbonisation actions in General Practice to help achieve a net zero NHS (GPNET-0Study) More information can be found **https://warwick.ac.uk/fac/sci/med/research/hscience/apc/qualityandsafety/gpnet-0/**
8. Support us to be a GREENER practice. You are invited to be bring any empty pill packets to the surgery to be recycled and any inhaler devices to be disposed of safely (DO NOT put them in a waste bin they release greenhouse gases into the atmosphere in landfill).

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| **1.** | Any actions from previous meeting  |  |
| **2.** | NHS Property Services update – no further updates to report  |  |
| **3.** | Staff changes and working change pattern discussed  |  |
| **4.** | Patient List Size continues to increase  |  |
| **5.** | AOB – next meeting Weds 5 Feb 2025 @ 1.30pm Meeting rearrange to Weds 26 Feb @ 1.30pm  |  |