



## **Ambrose Avenue Group Practice Patient Participation Group (PPG) Minutes 19th JANUARY 2026**

### **1. Attendees;**

Active Members; CS; Secretary, LR; Practice Representative,  
Dr AAj, SH; Practice Social Prescriber, TA; Practice Diabetic  
Nurse; GB; RS; AC; KB;

Virtual members; TI; KI

Guests; Mr and Mrs B

### **2. Apologies;**

KP, MR, RB

### **3. Diabetic Talk;**

TA gave an interesting talk to the group on the difference between type 1 and type 2 diabetes. She described to the group how patients could develop type 2 diabetes and potentially what could be done to minimise risk.



The group had a brief discussion about how they could support the practice during Diabetes Awareness Week in June 26.

The group would like to thank TA for her interesting talk and for giving her time to talk to the group.

#### **4; Minutes of November Meeting;**

Approved

#### **5. Practice Update**

Dr AAj informed the group that the full CQC report had now been published and was available on the website (published 24.12.25). The surgery obtain a 'good' rating across all five areas however the report did note a lack of consistent engagement with the PPG which Dr AAj wanted to address going forward.

Dr. AAj discussed how the practice has worked hard to improve and whilst the practice cannot change Anima at a practice level all feedback is sent back to the provider for their



attention. Dr AAj assured the group, in response to a question, that appointments could still be made at the practice but the reception staff would enter information onto Anima so the request would go through the same process and therefore it is easier for patients, if possible, to complete the forms themselves.

KI commented that the phone back system had worked well for her however other members of the group had experienced issues. Dr AAj emphasised the importance of letting the practice know if this happened giving as much information as possible with regard to date/time/pt name so the practice could investigate fully and address and issues highlighted.

SH gave the group an overview of her role as Social Prescriber. She has links to other Social Prescribers and other resources available to patients and could therefore help patients navigate the system to find the help and support they need. Patients can self refer to the Social Prescriber and just need to ask at reception. AC raised the issue of long waits for secondary care mental health services, Dr AAj commented that if mental health



issues were highlighted primary care services were in place to which patients could be referred which would result in an appointment sooner than secondary care referral.

Virtual and Guest members left the meeting following the GP update.

## **6. Action Log**

- Practice will remind staff that appointments can be made in person and over the phone; See above response from Dr AAj LR updated on changes to the triage process which require the service to be available throughout the practice opening hours. The practice is therefore putting everything through Anima at the moment so demand can be monitored
- Group will look into supporting patients with Anima registration; This will not be possible due to lack of room availability.
- Practice will look into removing one glass screen at Tollgate reception; Feasibility is still being reviewed. LR told the



- group that receptionists will take people to one side if privacy is needed and also forms are available for patients to complete and hand to receptionists if they wish to maintain confidentiality (these are regularly used by patients).

## **7. Incident Log**

Not addressed at this meeting to be carried forward to March meeting

## **8. Practice Survey**

General discussion was held and it was agreed CS would put this into a tabulated format with space for patient comments and condense to two sides. Anima questions would be changed to ascertain problems with use that could be addressed.

CS explained that patients would be given a survey to complete whilst at the practice and members of the PPG would facilitate handing out and collection. The survey would take place across both sites and ideally the group would want over



responses. Ideally this will be undertaken before the next meeting in March.

**Action;** CS to update survey and liaise with group over potential dates

## **9. Community Notice Boards**

SH thought the use of loan BP monitors was a really useful initiative.

**Action;** AC will look to get another poster from the library so one can be displayed at both sites

## **10. AOB**

JR (Nurse Practitioner) to give a talk to the group regarding blood test and results; the group felt this would be useful

**Action;** LR to discuss with JR

CPR Training is available to PPGs; the group felt this would be useful

**Action;** CS to arrange



**Date of next meeting and AGM Monday 16th March 2026**

**6.30pm**

| <b>Action Log</b>   | <b>Review Date</b> |
|---|--------------------|
| CS to amend survey and contact group regarding dates  | 2nd Feb 2026       |
| LR to discuss with JR around coming to a PPG meeting to discuss blood tests                                       | 1st March 2026     |
| CS to arrange CPR training for the group  | 16th March 26      |
| Practice will look into using the screens in the practice to inform patients on use of AI and updates as required | 16th March 26      |