

CAMBRIAN MEDICAL CENTRE
PATIENT PARTICIPATION GROUP MEETING

AGM - 27th January 2026

SUMMARY OF ITEMS AND TOPICS DISCUSSED

- The Chair, Vice Chair, Secretary, 3 group members, Practice Pharmacist (partner), Practice Manager and the Patient Services & Governance Officer were present at the meeting. One group member sent their apologies.
- Minutes from the previous meeting were reviewed and approved.
- Minutes from the previous meeting were reviewed and approved.
- Review of Total Triage which has been in place since 16th June 2025 – a patient survey will be developed to obtain patient feedback. Support is available for patients who are unable to use this service.
- Review of the Automated Prescription Ordering Service – for repeat prescriptions. Patients need to register for this service with the practice prior to using this option for ordering their repeat medication.
- The Practice Manager gave a practice update including staffing.
- Funding from Shropshire Telford & Wrekin Integrated Care Board (ICB) along with a review of all locally commissioned services.
- Statistics regarding Did Not Attend (DNA) were discussed. Patients are continually advised to cancel appointments if no longer needed.
- Terms of Reference – the current PPG Constitution is out of date; this has been revised and re-named Terms of Reference – this was accepted by group members.
- Election of Officers – no new nominations received for the PPG positions. The Chair and Secretary agreed to continue in their respective roles. The Vice Chair stepped down - the position is now vacant.
- The date and time of next meeting to be arranged.