

CAMBRIAN MEDICAL CENTRE

PATIENT PARTICIPATION GROUP MEETING

22nd September 2026

SUMMARY OF ITEMS AND TOPICS DISCUSSED

- The Chair, Secretary, 3 group members, GP Partner, Practice Manager, Patient Services & Governance Officer and two guests attending as observers with a view to becoming members were present at the meeting. One group member sent their apologies.
- Minutes from the previous meeting were reviewed and approved.
- Presentation delivered by the Practice Manager outlining the purpose and activities of the Patient Participation Group.
- Patient Participation Group achievements – members have supported the practice over the last year through website development, vaccination clinics and helping patients during the introduction of Total Triage.
- Staffing update: the practice has expanded its team with the addition of one salaried GP, one Practice Nurse, two administrative team members and an apprentice.
- Autumn vaccination clinics are planned.
- Statistics regarding Did Not Attend (DNA) were discussed, these figures have reduced.
- Practice pressures were discussed, demand for appointments over the summer did not reduce as expected and winter pressures are anticipated once again this year.
- Artificial Intelligence (AI) – its use within general practice was discussed, particularly supports transcription of consultations.
- Referral process update – new referral management process has been introduced.
- The date and time of next meeting to be arranged.