

Patient Participation Group (PPG) Meeting Minutes

Practice: Petersfield Medical Practice (Cambridge)

Date: 16/09/2026

Chair: Gintare (Care Coordinator, Cambridge City 4 PCN)

Minutes prepared by: Gintare

1. Welcome

- The meeting was opened by Gintare, Care Coordinator from Cambridge City 4 Primary Care Network (PCN).

2. Introductions

All attendees introduced themselves: Patients and staff of Petersfield Medical Practice, members of 'Well:o' dental wellness studio.

3. Flu and covid vaccinations

All participants were informed of the delay in receiving the vaccines at the practice. Looks like pharmacies are receiving it first, so patients are advised to attend the pharmacy to get vaccinated before this winter.

4. Staying Warm and Well This Winter

This subject was touched very briefly and Gintare advised everyone that all the information about support to keep homes warm will be shared here.

One scheme to be aware of is the **Warm Home Discount**.

For winter 2026/27, eligible households can receive a **£150 discount from their electricity bill**. The scheme is currently closed but is due to reopen in **October 2026**.

Eligibility depends on the household's circumstances and benefits, so it's important to check the current Government guidance rather than assuming you're eligible.

There is also the **Winter Fuel Payment**.

For winter 2026/27, people who meet the age and other eligibility requirements can receive between **£100 and £300** to help with heating costs. The current qualifying age is based on being born on or before 27 June 1960.

And there is the **Cold Weather Payment**.

This is different from the Warm Home Discount. Eligible people can receive **£25 for each qualifying seven-day period of very cold weather**. Eligibility depends on the benefits and circumstances of the household.

So there are several different schemes, and they have different eligibility rules.

The best advice is to check **GOV.UK** or speak to an appropriate advice service rather than assuming you aren't entitled to help."

5. Pharmacy First

A reminder of this scheme was shared with all attendees.

Pharmacy First is an NHS service which allows community pharmacists to assess and, where appropriate, treat certain common conditions without the patient needing to see a GP.

It was introduced to make it easier and quicker for people to get treatment for certain common conditions and to make sure patients are seen by the most appropriate healthcare professional.

There are seven specific conditions covered by the Pharmacy First clinical pathways.

The seven conditions are:

- **Sinusitis** – age 12 and over
- **Sore throat** – age 5 and over
- **Earache** – children aged 1 to 17
- **Infected insect bites** – age 1 and over
- **Impetigo** – age 1 and over
- **Shingles** – age 18 and over
- **Uncomplicated urinary tract infections** – women aged 16 to 64

The pharmacist will assess the patient and decide what treatment is appropriate.

Where clinically appropriate, pharmacists can supply certain medicines, including some prescription-only medicines under the relevant clinical arrangements. They can also provide self-care advice or refer the patient to another healthcare service if they think that is more appropriate.

And Pharmacy First isn't the only way a pharmacy can help.

Your pharmacist can also advise about many other minor illnesses, medicines, pain relief, coughs, colds and other everyday health concerns.

So, one of the messages we'd like patients to remember this winter is:

'Before booking a GP appointment for a minor illness, consider speaking to your local pharmacist.'

6. Well:o – Dental wellness studio

First and the only clinic in UK to be only oral hygiene clinic. Prevention and education for Well:o is the priority. Well:o is underlying issue they're facing in regards of educating patients about their oral health, integrating this information into NHS, so it would be an easy access for all the patient across UK. Well:o is trying to fill in the gap between GP and patient needing to see a dentist or needing urgent dentist visit by preventative measures. Well:o complete oral cancer screening and gum disease screening for every patient. Also, they can detect early signs of cardiovascular disease, diabetes.

The whole discussion about oral hygiene and preventive methods and education that Well:o is doing was very interesting for everyone in the meeting.

We have agreed to keep in touch with Well:o and keeping those conversations going to see how we can corporate together.

7. We have agreed to keep these meeting to twice a year – next one being April/May 2027 and the meeting ended with discussions still ongoing in regard to oral hygiene.