

## Meeting Minutes – Studfall Medical Centre PPG

### Meeting Details

Date: 11/08/2025

Time: 17:30

### Attendees

LS, FB (Chair), SC, LG (Dispensary Manager), IM, KH.

### Agenda Items

1. Apologies
2. Welcome and introduction of new members
3. Previous meeting minutes
4. Unpaid carers opening morning
5. Practice update (Lucy Gault)
6. Content of Group Newsletter / Information
7. AOB

### Discussion Notes

1. Apologies: MD, JL.
2. Welcome and introduction of new members: N/A.
3. Previous meeting minutes
  - LG: Confirmation that AI is used to triage on the new appointment system. Some cases may be referred to an on call Dr if AI cannot progress the online form.
  - LG: Confirmation that the new appointment system is available between 06:30 – 17:00.
  - FB: Confirmation that if someone visits the reception desk and has a private topic to discuss, there is a private room available to discuss this, provided there is a member of staff available.
4. Unpaid careers opening morning
  - FB: FB and IM attended along with 5-6 others. Carers Association presented and did a great job at answering the questions raised. New PPG member was recruited at the event, but email address appears to be incorrect as FB got a bounce back notification.

- SC: Asked how the event was communicated and LG confirmed they have a record of Carers on the system, so it was likely a text went out to advise of the session details.
- LG: Are there other sessions we would like the surgery to hold? Suggested topics were menopause, Prostate & Testicular cancer, an open / ask anything session.

#### 5. Practice update

- LG: Dr Winters plans to record a shorter phone message.
- LG: New staff – Nurse, Dispenser, Pharmacist, Dr & student GPs are due to start in the coming months.
- LG: Leavers – Dr Balogun
- LG: Flu vaccinations will start 1<sup>st</sup> October, but a text will be issued prior to that date, to allow people to book.

#### 6. Content of Group Newsletter / Information

- All: Positive feedback received by all PPG members.
- Frequency: Seasonal; Spring, Summer, Autumn, Winter.
- Topics to align with seasons with input from the surgery. For example, winter could focus on Flu Vaccinations and diet and exercise for the new year health kicks starting.
- Newsletter will be shared on the practice notice boards.
- FB: Looking at the option of a Flipbook so we can share it digitally.
- All: we did consider sharing it via a social media page, but we have paused this thought for now, with the rationale of starting small and widening communication channels as we get more established.
- FB: Next issue could contain a list of Pharmacy First pharmacies together with address, telephone number and opening times.
- LS: Suggested we could do a small section around fun facts and myth busters.
- KH: Suggested Mental health services could also be listed on a future issue.

#### 7. AOB

##### **New appointment system feedback**

- Positive feedback received in relation to the new appointment system.
- Facebook feedback example “shout out to Studfall surgery, wow the new online appointment app is so easy. Next day appointments, so many slots to choose from and it was so quick and easy”.
- Facebook feedback example “Yes, I went on the new online system yesterday and got an appointment for today! Very impressive”.
- PPG Feedback example: Although when I filled in the form, my query didn’t fit into category, I received a call from reception within the hour. Fantastic service!

##### **PPG Meetings**

- Reviewed dates of suggested meetings but agreed to move to the second week in the months of Oct, Dec and Feb.
- Agreed reminder should be sent via email the week before the meeting, with agenda to be issued the Friday before the meeting.
- Agenda items must be sent to KH. Deadline is the week before the meeting.

### **Ear syringe service**

- LG: To confirm if the training is complete and to provide more information on how to book etc.

### **Reporting**

- LS: Asked for access to the last 6 months' worth of patient survey responses. LG agreed to provide this.
- FB: Asked for stats on number of appointments, missed appointments etc. LG agreed to provide this.

### **Actions and Responsible Persons**

<b>Action</b>	<b>Owner</b>
Issue meeting minutes	LS
Send out meeting reminder	KH
Send out meeting agenda	KH
Confirm if other surgery meetings can be supported (Menopause etc)	LG
Investigate if a newsletter flipbook is possible	FB
Confirm surgeries seasonal focus / topics, so we can align and support this in our newsletters	LG/EW
Ear Syringe Service Details	LG
Reporting (patient survey and no. of apps)	LG

### **Next Meeting**

Date: 13<sup>th</sup> October

Time: 17:30