

FERNVILLE PPG LIAISON GROUP – MEETING NOTES  
WEDNESDAY 29<sup>TH</sup> OCTOBER, 2025, SURGERY LIBRARY 1PM

1. Welcome by our Chair
2. Confirmation of committee attendees
3. Apologies for absence
4. Administration:
  - One new member was voted onto the committee, having attended 2 previous meetings
  - One member left the group due to home pressures. She is welcome to return at any time
  - As a result of our promotion of the PPG to patients at the recent flu/covid vaccination days, we had a few enquiries to join the Liaison Group and 31 patients joining the Virtual Group.
  - We still are yet to secure someone to act as our Secretary. Anyone interested?
  - If we are unsuccessful in attracting new members to the Liaison Group in the next 2-3 months, we may well have to consider holding our meetings in the early evenings, in the hopes of attracting those who work during the day. Would anyone wish to join us if we hold evening meetings?
5. Minutes of the previous meeting were agreed and notes will be uploaded to our webpages and placed on our noticeboard in the waiting room.
6. Friends and Family Test results for August and September. Both monthly figures showed that c500 patients engaged with this automated, anonymised survey which is sent to patients who engage with the practice for whatever reason. Over 95% of patients rated the surgery 'good' or 'very good'.
7. Review of actions from previous meeting:

**NHS app.:** Trudi Mount from the ICB attended the PPG meeting on 27<sup>th</sup> August to provide us with information on the advances and improvements to the NHS app. The Chairs of our 2 sister practices joined us – Parkwood and Everest surgeries. It is the committee's intention to offer NHS app clinics to patients during Jan/Feb and March for those who need assistance in uploading the app to their mobile devices. We will decide on a suitable morning, afternoon and early evening for each of these months in our next meeting. We will impose a maximum of 10 patients at any one session.

Chair reported that Hemel's 'Forum' (the library building) offers members of the public help in uploading the app to their devices on any Monday 11am-1pm – no appointment necessary. Just ask for the IT Champion at the main desk.

**Road drainage, raised manhole cover and raised kerbstone outside entrance:** These items are still being raised with Asda, who are the owners of the road and pavement outside. The practice cannot take any action and neither can the local authority. We have asked the surgery staff to take photos of the flooding when it pours with rain to demonstrate to Asda the problems caused by their road drains being clogged with silt. Patients are asked to do the same and forward photos to the PPG.

**Practice entrance slope – provision of additional handrail to the wall of the pharmacy:** We are including another article in our December newsletter asking patients to assist in the supply and installation of the handrail – we are hoping there are builders who can help, free of charge.

**Carers Support Group:** We have discussed this new initiative in setting-up a coffee group for Fernville's carers to attend, for a couple of hours respite from their caring roles. However, after some lengthy discussions we have decided that this is best achieved by a member of the group, establishing this as a private individual, rather than through the practice – who will require written

consent from every carer wishing to join this group. The admin required for this would be beyond our PPG, given considerations to Fernville's GDPR regulations.

One of our members will be promoting these coffee mornings/afternoon teas after Christmas. Patients are asked to keep eyes on our noticeboard, webpages and social media for information.

**Newsletters:** September's edition was reported by patients as having relevant and interesting content. December's edition is completed, awaiting one announcement from the practice. March's edition – 3 articles already prepared. Chair will report on work of the committee over the last 12 months.

**Audio versions of newsletters:** We are in talks with Infosound who produce audio versions of newsletters – we feel that these would be beneficial to those with sight loss, and more. Access to the recordings will be through something similar to that used in homes – Alexa. The practice are giving their consideration to this but need to identify how many patients would engage with this, if it is pushed forward. Please inform the surgery if this appeals to you.

**Surveys:** We intend to produce a survey – possibly in January which will include questions relating to our newsletters and their content, patient views on the total triage system, their views on the Friends and Family Tests and comments on the national survey results on Fernville. If any patient would like us to include other items for comment, then please inform us.

8. Significant health awareness campaigns – by month. We no longer have a committee member to research these and provide brief information and e-links for patients. If any member of the Virtual Group would like to assist in this, do please let us know.
9. Any Other Business:  
We will be having a talk from a member of the Patient Engagement Forum on the PPG' Buddying Scheme' mid December. We will invite members of our sister practice PPG's to attend.

There were a few patients who received multiple texts inviting them to book their flu/covid jabs in October, despite the fact that those patients had already booked. We have looked into this on behalf of patients and can confirm that the problems were brought about by external NHS bodies who were responsible for this automated format. The practice are working with their NHS partners on streamlining the service in time for the next vaccine campaign and apologise to patients who were frustrated by the intrusion of multiple texts.

We have been approached by a yoga instructor who has offered to run classes for Fernville's over 60's and particularly those with mobility issues. The PPG are unable to set up such an initiative but have referred this to Fernville's Social prescriber, who may well wish to promote this to patients with whom they interact. Please let the social prescriber know if this appeals to you.

Due to shortage of storage space within the practice building the staff are temporarily storing boxes around the staff entrance/exit. This situation will be resolved by the end of the year once permission is sought to utilise another area for storage from the landlord.

10. Dates agreed for the early 2026 PPG Liaison Group meetings are:  
1.30pm on Wed 21<sup>st</sup> Jan, Wed 25<sup>th</sup> Feb, Wed 19<sup>th</sup> March and Wed 8<sup>th</sup> April (2.15pm). Members of the Virtual PPG Group are welcome to attend, but must inform the Chair in good time.  
Date of next meeting: Wed 26<sup>th</sup> November, 1.30pm Fernville Library

Meeting closed 4pm.