

PPG Meeting Minutes

Date and time: Tuesday 18th February 2025

Location: Newport Health Centre – Dower House site

Attendees:

Name	Role
Sarah Judge	Business Manager
Dr Dominic Breen-Turner	GP Partner
Kelly Carr	PPG Member
Marilyn Osbourn	PPG Member
Judith Simmonds	PPG Member
Sheila Hall	PPG Member
Lesley Harris	PPG Member
Kerrie Harris	PPG Member

Apologies:

Name	Role
Andy Hollebon	PPG member
Deborah Matthews	PPG member

Agenda

No.	Time	Item	Discussion
1.		Welcome and introductions	
2.		Practice update: <ul style="list-style-type: none"> 	SJ provided update on Autumn Covid campaign. SJ reported uptake had been high and clinics well attended. PPG members asked why it was thought this was. SJ advised this year we got the invites out early and Pts chose to attend for their appointments at the practice rather than pharmacy. Positive feedback from the group regarding the efficiency of the covid clinics. It was felt the way they were staffed and ran was much better than in previous years.
3.		Clinical services update: <ul style="list-style-type: none"> ChatDoc 	SJ provided update on chatdoc. Discussion around the introduction of AI to help gather more information for more accurate triage by clinician. Positive feedback on experiences with chatdoc. SJ advised phone wait times are significantly reduced meaning those who need to contact by phone rather than whatsapp are finding it much easier to get through than before.

4.		<p>Operational Update:</p> <ul style="list-style-type: none"> Staffing 	<p>Sj updated that staffing at the practice remains stable. We have recruited two new salaried GPs which has really helped strengthen the team.</p> <p>Discussion around continuity of care and how sometimes seeing the same GP can improve efficiency and pt not having to go back to the start at each appointment. Agreed to encourage staff to ask the patient if they would like to be booked back in with the same GP in future.</p>
5.		<p>Other:</p> <ul style="list-style-type: none"> Hampshire PPG Facebook group 	<p>DBT discussed Hampshire PPG Facebook group. PPG members interested in joining. Link to join to be sent with minutes.</p> <p>https://www.facebook.com/groups/954005503532717</p>
6.		AOB	

Next meeting: Tuesday 3rd June, 18:30 at Carisbrooke surgery.