

King Edward Road Surgery

Patient Participation Group (PPG) Meeting Summary

Date: 15th July 2025

Previous Minutes

- Minutes from the May 2025 meeting were agreed.
 - New members were welcomed and introduced to the role of the PPG.
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Chair and Vice Chair

- The responsibilities of the PPG Chair were discussed, including:
 - Input into meeting agendas.
 - Liaison with the Practice Manager between meetings.
 - Supporting inspections (e.g., CQC) and patient surveys.
 - A Vice Chair was confirmed, with unanimous agreement from the group.
 - The Chairperson role remains under discussion.
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FeNO Machine

- The FeNO machine was discussed as a diagnostic tool for asthma.
 - It measures nitric oxide levels in exhaled breath, indicating airway inflammation.
 - Suitable for adults and most children over five.
 - As spirometry services are unavailable, the FeNO machine would support diagnosis.
 - Book sale funds will contribute towards the purchase.
 - The PPG agreed to allocate additional funds towards the cost.
 - Note: Mouthpieces are an additional ongoing cost to the practice.
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Veterans and Armed Forces Covenant

- The practice records patients who have served in the armed forces as part of its **RCGP accreditation**.
- The **Armed Forces Covenant** ensures fair treatment and priority access to healthcare for veterans where conditions relate to their service, subject to clinical need.
- NHS England commissions specialist services for serving personnel, families, and veterans.
- Action: To confirm whether veterans of the **South African Air Force (SAAF)** are included under the Covenant.

Carers Silver Award

- Work is ongoing towards achieving the **Silver Carers Award**, with the aim of progressing to Gold and Gold Plus.
- The importance of identifying carers and young carers was highlighted.
- PPG members were asked to encourage patients who are carers to register with the practice.
- Volunteers from the PPG will assist in the practice by speaking to patients and distributing carers' information packs.

National Patient Survey

- Results from 2024 were reviewed.
- The 2025 results had been released and will be presented at the next meeting.
- A short patient survey will also be sent to patients who have attended the practice.

Total Triage Discussion

- Questions raised included:
 - Could triage be reopened in the afternoon?
 - The current 4-hour callback window is considered too long; could technology provide estimated callback times?
- Action: Practice Manager to review options.
- A patient survey will be arranged in August, with PPG members assisting.

Any Other Business

- **CQC Inspection:** Another local practice will be inspected shortly; compliance and shared building arrangements were discussed.
- **Primary Care Network (PCN):** An overview was given for new members, including member practices and staff roles (pharmacists, physiotherapists, paramedics, wellbeing team, social prescribers).
- **Book Donations:** Members encouraged to bring in donations and ask family and friends.

Next Meeting

- **Date:** Tuesday 9th September 2025 at 11am

Agenda Items:

1. Chairperson role
 2. National Patient Survey results
 3. Neighbourhood working – updates if available
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Abbreviations

- **PCN** – Primary Care Network
- **PM** – Practice Manager
- **PPG** – Patient Participation Group
- **RCGP** – Royal College of GPs
- **SAAF** – South African Air Force