

King Edward Road Surgery

Patient Participation Group (PPG) Meeting Summary

Date: 13th May 2025

Previous Minutes

- Minutes from the March 2025 meeting were agreed.
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Extended Access and Online Services

- Further explanation was given about the **General Practice Alliance (GPA)** and the services offered as part of extended access:
 - Appointments available **6:30–8:00pm on weekdays** and **9:00am–5:00pm on weekends**.
 - From **1st May 2025**, **LIVI** has been discontinued and replaced by **OLEA (Online Enhanced Access)**.
 - This service is accessed by contacting the surgery to book an appointment.
 - Unlike LIVI, OLEA is managed by local GPs.
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Spring COVID Campaign

- The campaign will end on **17th June 2025**.
 - All patients in care homes and housebound patients have been vaccinated.
 - The practice has completed its clinics and will no longer be offering COVID vaccinations.
 - Vaccinations can still be accessed via **NHS 111** if required.
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Complaints, Compliments and Feedback

- A presentation was reviewed covering complaints, compliments, and feedback.
 - Discussion included:
 - How to encourage more **positive Google reviews**.
 - Adding positive patient experiences shared by PPG members.
 - Enhancing the **Friends and Family Test** questions to include practice-specific ones (to be discussed at the next meeting).
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180th Anniversary Party

- Plans for the **180th Anniversary celebration** were discussed.
 - It was noted that the **Integrated Care Board (ICB)** has cancelled the August and December 2025 **Protected Learning Time (PLT)** sessions.
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FeNO Machine

- The group discussed whether the **FeNO machine** (used to help diagnose asthma and COPD) would be a suitable item to fundraise for and purchase for the practice.
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Neighbourhood Working

- An update was given on the new **Neighbourhood Working model**, which is currently being discussed.
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Chairman Stepping Down

- The current Chair has decided to step down.
 - It was agreed that nominations will be sought for a **new Chairperson and Vice Chairperson**.
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Next Meeting

- **Date:** Tuesday 15th July 2025 at 11am
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