

The Speedwell Practice Patient Participation Group (PPG)

Minutes of the meeting held at Speedwell Practice on Tuesday 29th April 2025 at 1.00pm

Attendance

Chair: Chair

Attendees: Chair, Minute Taker, Practice Manager, Deputy Manager, MA, Another Attendee

Apologies: None received

Minutes of the meeting

Agenda Item	Summary of the Discussion	Actions Agreed (by whom and by when)
1. Welcomes and Introductions	<p>Chair welcomed people and opened the meeting.</p> <p>We started by discussing the General Personal Data Regulations (GDPR) in so far as how the PPG communicates with patients. At this stage, the Minute Taker will take minutes and forward these to the Speedwell Practice management team. The latter will be responsible for communicating with patients on their email list.</p> <p>We discussed the best way to communicate within the PPG. There was some interest in setting up a WhatsApp group, but the meeting decided to use email for the time being.</p> <p>Meeting felt that timing of the meeting was an issue. A PPG member had fed back that they struggled with a 1pm start.</p> <p>A final decision on the frequency of PPG meetings was put on hold, given the low number of attendees</p>	<p>1) Speedwell will email PPG members about PPG meetings etc</p> <p>2) Communication will be by email but possibility of a WhatsApp group will be put to PPG at a later date.</p> <p>3) Future meetings will alternate between 1pm and 5.30pm start</p> <p>4) Provisional decision to have a PPG meeting every two months</p>

	<p>today. There was also an idea to decide in advance on the dates of future meetings. We will also return to this.</p> <p>There was an issue, mentioned in PPG documentation, that the number of patients attending PPG groups should be limited from 6 to 12 patients. One attendee had experienced large PPG meetings in a previous practice where people could join virtually as well as actually attend. Hopefully, something to consider in the future!</p>	
2. Ground Rules	Not discussed	
3. Do's and Don'ts	Not discussed	
4. Aims and Objectives of PPG	Not discussed	Chair's copies of PPG TERMS OF REFERENCE and PPG CONSTITUTION to be emailed out to PPG for discussion at next meeting
5. Practice News	<p>Practice Manager described recent changes in the Speedwell practice.</p> <p>Here is a brief summary of some of the changes mentioned:</p> <p>1) A new check-in screen has been installed, with new info added to the screen</p> <p>2) The practice web-site has been updated. There is a new graphic interface for patients to make use of. Also a video on how to make an appointment.</p> <p>3) TV info in waiting area improved</p> <p>The Practice Manager also informed us that there is a new practice starting in the building in July. This will</p>	

	<p>have an impact on the Speedwell Practice. For example, some rooms are being re-allocated, and patients in the new practice may share the reception area.</p> <p>Additional updates included recent refurbishments and personnel changes.</p>	
6. Suggestions and comments	<p>Minute Taker raised issue of how to get a doctor's appointment using mobile phone access. Felt there could possibly be some issues.</p> <p>Another attendee gave the meeting a detailed and helpful account of how the triage system works at the Speedwell practice.</p>	Minute Taker to try out web-site again and liaise with another attendee if there are any obvious issues about access
7. Action Plan	Not addressed	

Date and next meeting: To be decided

Minutes approved by Chair: