

Minutes of the PPG meeting held at Speedwell Practice on Wednesday 6th August 2025 at 5.30pm

Attendees: GA (Chair), VR (Minutes), DW (Practice Manager) , RH, FD, LG, AL, DM, DA, SA, QT (dialed in), CM (dialed in)

AGENDA

- 1. Apologies**
- 2. Approval of Minutes from the Previous Meeting**
- 3. Matters Arising Not Covered by the Agenda**
- 4. Practice Update (Website and Newsletter)**
- 5. Special Interest Groups**
- 6. Register of Interests**
- 7. Any other Business**
- 8. Date of Next Meeting**

Agenda	Notes	Action to be implemented
1.	Apologies were received from GH	
2.	Chair GA welcomed people and formally opened the meeting. Meeting approved the minutes of the July meeting	
3	There was a short discussion on making appointments at the practice. DW fielded some of the questions. The issues would be re-addressed later (see agenda item 5c)	

4	<p>DW gave latest news.</p> <ul style="list-style-type: none"> a) On 8th September 2025, a new practice is moving into the building to share with the Speedwell and Torrington practices. Trying to minimise disruption. Number of new patients is 50% of Speedwell numbers. DW anticipating parking issues. AL asked why Speedwell chosen. The new practice coming in previously based at Cornwall House nr. Ballards Lane. Various factors but one is that building there is old , not fit for purpose and there were empty rooms here. But, decisions had been made at a higher level. QT asked if Sainsbury's had been approached about using their parking facilities. DW waiting for a reply. b) DW gave some details of changes in doctors at Speedwell. There are some currently off sick and one doctor is moving on. One doctor has recently fully qualified as a GP and will take on part-time role in December. c) New triage system. DW explained that practice is still not sure what this will look like, but is working to implement. QT asked if newly recruited doctors used for new triage system will have any expertise in autism. DW will raise issue. 	
5	<ul style="list-style-type: none"> a) QT explained how he has been involved with the introduction of Quiet Gym sessions at Barnet Copthall Leisure Centre. b) DW said that a hearing loop system had been implemented at the practice c) We then had a discussion where GP services were compared with a typical A&E department. DW fielded the questions and responded to points made. Another aspect was that the patient who raised the issues was unwilling to say who they were, and subsequently left the meeting early. There was also a technical issue with the quality of amplified sound for patients dialling in. This sadly led to another patient leaving the meeting early, as they couldn't hear what was being said. 	
6	<p>Chair provided a form for patients to declare any conflicts of interest.</p>	

7	<p>Chair asked if there was any A.O.B.</p> <ul style="list-style-type: none"> a) VR - working on putting more details about PPG members on the practice TV screens in the waiting room, eg photos of PPG officers etc. Asked if anyone interested in helping in format and design of presentation. b) FD - some issues and ways of moving the PPG forward. i) Transport around the surgery. ii) We should get in contact with other PPG groups iii) Need to have a functioning display board downstairs. iv) Would help PPG if we had a specific focus eg autism. What practical difference can we make? Look at what other practices do. c) Chair (GA) - had seen example of an excellent PPG newsletter from another practice. We could do something similar. Issues such as drug contra-indications could be addressed, for example d) QT - concerns about phoning in and making appointments. System is too inflexible and long-winded. Too easy to trip up and make a mistake which is hard to rectify. e) CR - 8am start for triaging too late if you are a working parent. f) DW - may not be able to attend all PPG meetings if they are monthly, but he will endeavour to do so g) DA - enjoyed meeting today and said it compared favourably with PPG meetings she'd attended in the past. h) DM - had noticed TV screen audio downstairs was distorted. 	Sort out PPG content of TV screen (VR)
8	<p>This meeting ended just after 6.30pm Next meeting Wednesday 3rd September 2025 at 5.30pm</p>	