

Minutes of the PPG meeting held at Speedwell Practice on Wednesday 4th September 2025 at 5.30pm

Attendees: GA (Chair), VR (Minutes), DW (Practice Manager) , QT, GH, AG, RH, DM, DA, FD (dialed in)

1. Apologies : None
2. Approval of Minutes from the Previous Meeting.

Chair GA welcomed people and formally opened the meeting. Minutes approved.

3. Matters Arising from Minutes not covered by Agenda

- a) GH asked about process of making staff redundant. DW clarified that no-one had been made redundant, and there are no plans to make anyone redundant. And due process is always followed with staffing issues at the Speedwell. HR (Human Resources) and a specialist company always used to ensure correct procedures are followed.
- b) VR fed back on proposed updates to the TV screen information in the Speedwell waiting area. VR and GA are working with LG (Practice Management Team) to include PPG information on the screen. QT also working with LG to get information about autism on the screen. GH asked if there could be a hard copy of the TV screen information.

ACTION: Get new TV screen up and running.

- c) GA, with reference to last meeting's discussion, raised possibility of having a PPG newsletter, which patients could access via the website. VR showed meeting a mock-up of what a newsletter might look like. GA asked if anyone was interested in editing the newsletter. No-one came forward at this meeting but there was no opposition to the idea of a newsletter in principle.

ACTION : GA/VR to prepare newsletter for approval at next meeting

4. Practice Update (DW)

- a) Big changes next Monday as another practice gets up and running in the same building as the Speedwell and Torrington Practices. Issues around parking. DW, GA and VR met up with the local councillor Anne Hutton to explain the parking and accessibility issues. DW also has expressed his concerns to NHS Property Services. QT asked if there are any benefits around new practice moving in eg specialist doctors might have something else to offer. Also, QT couldn't understand why parking hadn't been addressed. Even without the new practice moving in, there are parking issues. There's no deterrent to stop people parking in the wrong place, blocking access etc.
- b) DW outlined some staff changes: a new receptionist and some changes in the doctors employed at the practice. DW also emphasised that the practice prides itself on treating all employees fairly

5. Special Interest Groups

QT asked if it was possible to get any kind of data around number of referrals to specialists, for example in the field of autism. DW explained that practices tend not to have that kind of information. VR said that he'd seen results of various surveys in PPG newsletters from other practices. Maybe this was a way of getting this kind of data.

6. Any Other Business

Chair went round the table asking members if they had issues they'd like to raise

- a) FD raised issue of well-being. He felt it was an important issue that the PPG could address. It was just a case of how to move forward. VR mentioned social prescribing - when GPs/clinicians refer patients to non-medical, community-based services to improve their health and well-being.
- b) GH suggested we could build links with other PPGs. It would be good to see what things they were doing eg. issues being addressed, newsletter formats etc.
- c) DM was interested in the well-being issue and had some experience from the education sector which he thought might be relevant
- d) DA asked about the website and felt that it was hard to use. It was also giving different information from the NHS app. DW explained that Speedwell pays a company to do the website and it's not possible for the website to have same information as the NHS app. Meeting then discussed how the names of doctors no longer at the practice still came up. DM clicked on the name of a well-known former doctor on Google and it linked to the Speedwell.

Meeting ended at 6.30pm. Next meeting Wednesday 1st October 2025