

Minutes of the PPG meeting held at Speedwell Practice on Wednesday 1st October 2025 at 5.30pm

Attendees: VR (Chair standing in for GA), CM (Volunteered to take minutes), DW (Practice Manager) QT, GH, SA, FD

1. Apologies : GA

2. Approval of Minutes from the Previous Meeting.

Chair VR welcomed people and formally opened the meeting. Minutes approved after clarification (See 3a)

3. Matters Arising from Minutes not covered by Agenda

- a) At last PPG meeting, FD was invited to provide some ideas and suggestions on the issue of Well-Being. FD has since produced a document to suggest a way forward. FD has emailed out a copy to the practice and also, he gave hard copies to VR and DW at this meeting.

ACTION : Well-Being to be an agenda item for next PPG meeting

- b) PPG updates to the TV screen: In the context of PPG providing a new introductory slide for the TV screen, the content provider, Jayex, has been contacted and the practice is awaiting an update. QT also liked idea of getting info on autism on to the screen, but the formality of the current presentation style made it difficult to know how to proceed. SA made suggestions about set up from a software point of view, eg using AI etc.

ACTION : Make TV screen progress an agenda item for next meeting

- c) Website and NHS app. Meeting discussed using the website and the NHS app in order to make appointments etc. There have been some recent changes in order to extend the time patients can be triaged, get an appointment and access health services. More on this to follow.

ACTION: Run through website features at next or subsequent meeting on whiteboard.

4. Practice Update (DW)

DW said that the new practice moving into the premises was going ok. Parking isn't too bad so far. As far as Speedwell Practice is concerned, a couple of new doctors are joining the team. Dr. King leaves next week. A new telephone system had been introduced. Flu clinic on 11th October.

On issue of parking, QT thought disabled parking bays weren't being used properly. Cars with no disabled badges were parking in these bays. Also, meeting felt that signage wasn't clear to clarify direction of surgeries. Some patients weren't sure where the Speedwell appointment rooms were when their name came up on the screen. Finally, some PPG members were uneasy about security - although opinion was divided. DW explained that the practice does have security cameras and other security features. GH and CM said that too much security would undermine the positive and welcoming aspects of the practice.

5. Newsletter

GA has prepared a newsletter for approval at this meeting. Also, GA had asked the Speedwell nursing team if they'd like to contribute. The latter have since made a leaflet on the importance of protecting against the 'flu virus.

Meeting agreed that given timing with 'flu clinic on 11th October, the 'flu leaflet will be published on website asap.

Meeting acknowledged and greatly appreciated GA's initiative on the newsletter. There was some discussion around additional content in the newsletter. Also, meeting was unsure about paracetamol/autism section.

ACTION: Publish nurses 'flu leaflet asap on website

ACTION: Finalise newsletter at next meeting

6. Special Interest Groups

Well-Being to be explored next time

7. Any Other Business

- a) There was a request to have photographs of doctors on website or in surgery
- b) Inoculation in a future addition of newsletter

8. Date of next meeting

It has been agreed to change the date of next meeting to Wednesday 19th November, in order that officers GA and VR can attend. It was also decided to keep the date of the December meeting as Wednesday 3rd. The meeting felt it important to maintain momentum.

SUMMARY OF ACTIONS TO TAKE FORWARD TO NEXT MEETING:

- a) Well-Being to be an agenda item for next PPG meeting.**
- b) TV screen progress an agenda item for next meeting**
- c) Run through website features at next or subsequent meetings on whiteboard.**
- d) Publish nurses 'flu leaflet asap on website.**
- e) Finalise newsletter at next meeting**

Meeting ended at 6.30pm. Next meeting Wednesday 19th November 2025