

Minutes of the PPG meeting held at Speedwell Practice on Wednesday 19th November 2025 at 5.30pm

Attendees: Speedwell Team: DW, SS, LG. Patients: GA (Chair), VR (Minutes), GH, QT, DM, CM, FD, DA, RH (dialed in)

1. Apologies: AL, LG, SA

2. Approval of Minutes from the Previous Meeting.

Chair welcomed people and formally opened the meeting. After adding DA to last month's apologies, minutes approved.

3. Matters Arising from Minutes not covered by Agenda

No issues raised

4. Practice Update and Website (Practice Manager DW and Deputy Practice Manager SS)

Speedwell has implemented the new rules for triaging patients. There is increased pressure on staff. The rules require a doctor to triage patients throughout the day, from 8am to 6.30 pm. This is one of the reasons Speedwell is advertising for a new doctor. Practice is also looking to change to 'eConsult', a software package using AI, to help reduce workload.

PPG expressed concerns about using AI. GH asked how the AI would work, and QT asked if patients would be notified if AI was being used. DW said that eConsult did not notify when AI was being used. DW said that nationally, many practices were looking to use AI in order to mitigate the increased demands on medical practitioners. He clarified that any new system would have to be agreed by all the partners in the practice. Patients would not be put at risk. FD asked if using the AI software package would mean we wouldn't need another doctor at Speedwell. DW said we needed a new doctor whatever happened with eConsult.

DW thanked the Chair, GA, for the mock CQC (Care Quality Commission) inspection he conducted with a colleague a few weeks back. DW said that the Speedwell was due an inspection, and GA's report would be a great help in preparation.

Some PPG members raised issue of whether patients could book an appointment over the phone. It was clarified by DW and GA that it is not possible to phone in for an appointment. The old system of receptionists making appointments when patients phone in, does not happen anymore. Everything is done by completing an online form. Receptionists can complete the form on behalf of a patient if the patient is unable to fill the form themselves.

SS and LG then showed the meeting on the projected screen how to access and use the features on the Speedwell website. PPG were in general impressed by the website, and the quality and quantity of information which can be accessed. Some PPG members also simultaneously accessed the features on their mobile phones. PPG also was pleased that Speedwell healthcare professionals are considering using face photos in future on the website,

GA suggested we push the website more on the TV screen in the waiting area. He also emphasised that patients must go through the auspices of the PPG if they wish to put forward an initiative, rather than doing things alone.

5. Patient Feedback/Questions/Issues for Practice

This is a possible agenda heading for future meetings. GA suggested that PPG members think about issues they want to raise before attending PPG meetings. In this section of the meeting, these issues can then be raised.

6. Newsletter

GA clarified that the newsletter he had prepared for last meeting and presented then by VR was only a draft idea. The PPG is looking for someone to edit the newsletter. GA appealed to meeting if PPG members could ask around to see if someone (a patient at Speedwell) might be willing to take it on. FD asked for clarification that the newsletter will be digital, not hard copy. It was agreed that it will be digital and accessed from websites. FD also suggested that the newsletter could be put together collectively at our next meeting.

7. Special Interest Group: Wellbeing

FD, who is leading this initiative, opened by saying we need to integrate with the patient community. It would be good to have something in place. For example, a wellbeing desk or a patient desk, on the Speedwell site. Maybe once a week, 9 - 11 say. The desk could be a place where patients could get extra help or just meet informally with other PPG members. Tea and coffee might be provided. Financing could be voluntary contributions. The recess by the entrance might be a place to have the desk. Details would need to be sorted. The issue of having patients from the other practices passing by needs to be addressed. Also, DW said DBS checks will be needed. FD had to leave the meeting before these issues were raised, so we will return to this at next meeting.

8. Any Other Business

QT asked if gritting of surfaces was being carried out, given the freezing weather. DW said yes, but not in areas under the auspices of NHS Services.

Chair and PPG also expressed appreciation about the organisation by the Speedwell of the recent 'flu vaccinations. PPG was greatly impressed.

9. Date of next meeting: Wednesday 10th December 2025 at 5.30pm

Meeting ended at 6.40pm, with thanks from the Chair.

(Provisional dates of future PPG meetings: Wednesday 7th January 2026; Wednesday 4th February 2026; Wednesday 4th March 2026; Wednesday 1st April 2026)