

## High Field Surgery (HFS) Patients Participation Group (PPG) Meeting Minutes

<b>Location:</b>	Microsoft Teams Call
<b>Date:</b>	2 September 2025
<b>Time:</b>	11:30
<b>Attendees: (Patients)</b>	Graham Burns (Chair) (GB)
	Linda Robinson (LR)
	Barry Anderson (BA)
	Paul Kaufman (PK)
	Stephanie Kaufman (SK)
<b>Attendees: (Surgery)</b>	Mike Holmes (Practice Manager) (MH)
	Dr Helen Poulter (HP)
<b>Apologies:</b>	Kayleigh Burton (Assistant PM) (KB)
	Liz Rezvani (LRz)
	Caroline Anderson (CA)
	Michael Strother (MS)

Agenda	
Welcome and introductions	GB
Review previous Minutes and actions	GB
Surgery update	MH
PPG ongoing issues and future direction.	All
AOB	All

**Minutes from previous meeting** – accepted.

### Surgery Update

MH gave a summary. Surgery had been stable, other than unusually high staff turnover in reception and nursing teams. Recruitment undertaken to fill gaps.

Discussion about the use of the NHS App, the long-term ambition of the NHS to make this a platform of choice for all services and how the surgery would use this. LR raised possible patient exclusion, MH explained how this is accounted for. BA asked what support was given nationally to people signing up and made suggestions of how this could be done locally.

Similarly, a discussion about online consultation (OC) platforms. BA has heard lots of patient feedback about the use of online consultations, MH explained how and why their use was helping improve supply of appointments. HP explained High Field is successfully using a hybrid system, so patients have the choice to use an online form, call or book online. LR fed back she has used OC for the first time and was delighted how well it worked, achieving a same day appointment.

### PPG ongoing issues and future direction.

GB explained that following discussions with other group members, and subsequently MH, there were genuine concerns that the PPG in its present format was not effective. Dwindling membership and several failed recruitment drive left the remaining members feeling like the group was a box ticking exercise. GB also pointed out that membership would possibly be higher if there were big issues to address at the surgery.

Following group discussion, it was agreed that maybe an online portal or forum would be a more effective way to communicate (with meetings still possible ad hoc depending what was raised).

MH agreed to research platforms and report back.

### Any Other Business

None

Meeting closed at 12:20

### Next meeting dates:

- None agreed pending online move

Action	Owner	Timescale
MH will explore platforms for an online PPG forum and report back to the group	MH	30/9/25