

Patient Participation Group Meeting Minutes Tuesday 15th July 2025

Present		Job Title	Initials
William Magee-Brown		Practice Manager	WMB
Debbie Parker		Senior Manager	DP
Margaret Everett		Receptionist	ME
Apologies			
Action log			Initials
1.	Organise an NHS Workshop afternoon		WMB
2.	Organise Prostate Cancer awareness day		WMB
3.	Organise Carers Day at the Surgery		WMB
4.	Action plan to be drafted to address telephony access		WMB
			Update
1.	Welcome and apologies WMB opened the meeting by welcoming and thanking the 8 patients in attendance.		
2.	Matters arising & Minutes of the last meeting		
3.	Agenda 1. Winter Warming Initiative Feedback 2. Staff Changes 3. NHS Patient Survey 4. Carers Day 5. NHS App Workshop 6. Winter Covid and Flu Program		
4.	Minutes of meeting Winter Warming Initiative Feedback WMB informed everyone that there was positive feedback received from patients who received support through the initiative. Blankets were delivered to the Surgeries most vulnerable patients. Staff Changes WMB informed the patients that Mickaela and Margaret are set to leave the surgery and that Daisy who was recently hired by the Practice will be taking over their shifts to provide adequate cover on the reception desk. NHS Patient Survey WMB handed everyone a copy of recent patient survey results whilst overall satisfaction remains stable, and the Surgery remains higher than the national average some areas such as		

	<p>telephony access was highlighted for improvement. WMB will draft an action plan to address telephony access.</p> <p>Careers Day at the Surgery</p> <p>WMB informed patients that the Surgery wishes to host or be a part of a careers day to help encourage the next generation join to look into careers within healthcare and primary care. The patients agreed with this stating the importance for more young individuals to look at careers in healthcare.</p> <p>NHS App Workshop</p> <p>WMB informed the patients that an NHS App Workshop was held at the Practice on Monday 5th August 2024 and that the Practice would like to host another to help increase the number of patients who are able to use online access. The patients agreed this was a good idea stating they have had their own problems using the app.</p> <p>Winter Covid and Flu Program</p> <p>WMB informed the patients of the Practices intention to host the Winter Covid and Flu program which patients were happy with, stating they preferred to have their injections done by their GP's.</p> <p>Open Discussion</p> <p>WMB opened the floor to patients for any queries or anything they'd like to see.</p> <p>Two of the patients said they'd like to see some work around prostate cancer. WMB explained whilst he doesn't currently think this is a service provided by the NHS he agrees that awareness and screening is important and he could look into hosting a charity to engage with patients and raise awareness.</p> <p>Another point raised was around how the Surgery operates its recall system for issues such as diabetes as the patients feel we handle this really well. WMB said that whilst the reception team work really hard on calling patients and sending SMS reminders a big focus in the Surgery has been on one contact, trying to ensure that patients have issues addressed at point of contact such as the necessary appointments being booked, blood test forms being handed out and GP's carrying out tasks such as blood pressure checks.</p>	
--	---	--

Patient Participation Group Meeting Minutes Tuesday 15th July 2025

	WMB thanked everyone for attendance, informed the patients of the next intended date and closed the meeting.	
--	--	--