

PPG Meeting Minutes

Date / Time	Thursday 25 th September / 11:30 am
Chair	Gill Cashmore
Attendees	Dr Hagan, Helen Lamb, Sue McDonagh, Lindsay Embling, Emily Nelson, Beth O'Brien, Tom & Chris Gardner , Sally Ji, Ron Buxton
Visitors	
Apologies	

- Minutes from last meeting agreed by all present.

Discussion Number and points raised		Action	By Whom	Date
1. Points raised from Last Minutes 24.04.2025				
1.1	○ No Points raised			
2. Covid & Flu Campaign 2025				
2.1	<ul style="list-style-type: none"> ○ The dates for flu jabs are 4th Oct 08:00-16:00, 11th Oct 08:00-13:00, but the 4th is fully booked. Hoping for 2000 to be vaccinated. Covid vaccinations through local Pharmacies. ○ GC Raised that there were issues with the booking system failing or stopping altogether. ○ EN stated that she had been in touch with the company & checked why this was happening – it is not a perfect system and is a balance between money and use. 	<ul style="list-style-type: none"> ▪ Gather issues from this year and look at a better or improved system for 2026. NHS are also sending out links to book Flu Jabs etc. 	<ul style="list-style-type: none"> • EN 	Mid-2026

Discussion Number and points raised		Action	By Whom	Date
3. Dashboard Stats; April - August				
3.1	<ul style="list-style-type: none"> These show that the practice is busy, but could the GP Appointments section be broken down to show the numbers of Face-to-face, telephone appointments etc. 	<ul style="list-style-type: none"> Scott road – this will be done going forward 	<ul style="list-style-type: none"> Scott Rd Admin 	1 st November 2025
4. New GP				
4.1	<ul style="list-style-type: none"> It was stated that there will be 2 new GP's, one has already started (Dr Nicola Hill), and is doing 6 sessions/week, and one (Dr Katie Norville) will start in November doing 5-6 sessions per week. 	<ul style="list-style-type: none"> NO ACTION 		
5. Patient Survey				
5.1	<ul style="list-style-type: none"> GC raised that this was very interesting but only looked at it by chance, and there were a few things: Overall Scott Road does fairly well on Access, but concerned that only 22% could talk to the person they wanted to, is there a reason? RB stated that he had been told 3 weeks for results but had not seen any and was in a lot of pain. 	<ul style="list-style-type: none"> HL stated that it may be due to larger Patient/GP ratio that we have and possibly changes of GPs. Also, some patients will talk to anyone, others want to talk to a specific person. EN advised that results can be found on the NHS App, and the results telephone line is available 2 hrs/day. Anything result that comes back urgent, the practice will contact the patient directly. EN stated that can look at sending a confirmation text/email, but will ask software company if it is possible to give a 'Tick', when submitted. 	<ul style="list-style-type: none"> Not Applicable Not Applicable EP 	Next meeting
5.2	<ul style="list-style-type: none"> Similar issues with General review – Blood pressure readings submitted it would be nice to get a 'Tick' to confirm submission, so patients know they have gone through. SJ raised the issue with Repeat Prescriptions, and not receiving a prescription, and thinks that the App is not the best way. Last time she had to go to reception to get it sorted. How can we get the App and doctors/nurses to work together? 	<ul style="list-style-type: none"> NO ACTION 		

Discussion Number and points raised		Action	By Whom	Date
5. Patient Survey Continued				
5.3	<ul style="list-style-type: none"> HL stated that there are delays sometimes but patients can ring up and get it sorted. The Klinik system has a 7-day turnaround for Non-urgent issues. Can ring reception and inform them if patients only have a couple of days medication left and they can get a Dr to contact the patient directly for a review or prescription 	<ul style="list-style-type: none"> HL also stated that some software is still in it's Infancy and that other Practices may use different software to that used by Scott Rd, so there can be issues, but this is constantly being reviewed. NO ACTION 		
6. Technolgy Issues				
6.1	<ul style="list-style-type: none"> BO stated that it is very frustrating that the NHS App does not link to the GP software, and all agreed! HL stated that this is because the NHS App is run by the NHS but Practices have their own systems/Apps. 	<ul style="list-style-type: none"> NO ACTION 		
7. Next Meeting – Jan 2026?				
7.1	<ul style="list-style-type: none"> GC asked if it could possibly be held in December to keep the meetings Quarterly. SM stated that this is possible but need to look at dates where most people are available. 	<ul style="list-style-type: none"> Committee to send email addresses and phone numbers, and dates when not available for meetings in December to TG ASAP, so we have up to date details. TG to forward all contact details to GC as and when received. 	<ul style="list-style-type: none"> ALL TG 	<p>November 15th</p> <p>November 20th</p>
8. AOB				
8.1	<ul style="list-style-type: none"> Suggestion in PPG box – Abbreviations flumax patients – can a list of Abbreviations and their meanings be in Reception area? Weight Loss Injections – any chance of getting these for patients? AI (Artificial Intelligence) in use with GPs/telephone to make notes – Good Idea 	<ul style="list-style-type: none"> Can the PPG help? No volunteers came forward HL stated that there is certain criteria to be met to get these on prescription, and Scott Rd is continually looking at this. 	<ul style="list-style-type: none"> Scott Rd. SM 	Next meeting
8.2				Update Next meeting
8.3				

8. AOB Continued

8.4	<ul style="list-style-type: none">○ JH & HL stated that the CQC Visit Feedback/review showed that there were some areas of improvement needed especially on the website. The report had been published and could be found on the website.	<ul style="list-style-type: none">○ Scott Rd working with ICB to improve as required.	<ul style="list-style-type: none">▪ HL	Update for next meeting.
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Date of Next Meeting : DECEMBER 2025 – Time and date to be confirmed.