

PPG meeting minutes

Date: 23 September 2026

Location: AMC

Participants: Sue, Cat, Elizabeth, Kev, Vicki and Helen.

Meeting Notes

Practice Operations and Facilities

Practice Statistics and Triage System

A summary of practice statistics since the implementation of the AcuRx online triage system two years ago showed a steady increase in triage requests. These numbers include both online patient forms and those completed by reception staff for callers. The system, which integrates with EMIS, uses a Red, Amber, Green (RAG) system to dynamically manage appointments (Red: same day, Amber: next two days, Green: within two weeks). This helps smooth out appointment distribution. GPs feel the system works well, and the practice is managing despite being short-staffed due to one doctor on long-term sick leave, with partners staying late when demand exceeds capacity.

Flu and COVID Autumn/Winter Vaccination Campaign

The initial vaccine order was cancelled, causing delays. A new order has been secured, and rescheduled flu clinics will start in the week of 13th October, pending a final delivery date. Clinics will run midweek for four to five weeks. Three "Super Saturdays" are also planned for mass vaccinations on 17th October, 31st October (Halloween-themed), and a provisional date of 21st November. Volunteers are scheduled for the October dates. New regulations require a doctor or nurse to obtain patient consent for vaccination. During these clinics, volunteers will act as marshals to manage patient flow in a one-way system through the surgery.

Waiting Room and Practice Facilities

The issue of poor visibility for the waiting room TV was discussed. While an anti-glare screen has been fitted and the font size and colour scheme adjusted, the TV's position remains problematic. Various mounting options, including ceiling-hanging, are being explored, but are constrained by the building's structure (steel pillars, limestone, windows). Regarding other facilities, it was noted there is no signage for the baby changing facility located in the disabled toilet. The practice can provide a temporary quiet room for overwhelmed patients upon request, but this is not advertised.

Patient Groups and Services

Patient Participation Group (PPG) Recruitment and Meetings

Efforts to recruit new PPG members have included an email to 27 interested individuals (yielding three responses so far) and a targeted leaflet drop at a recent clinic for parents. One parent expressed strong interest. The timing of lunchtime meetings was noted as a barrier for working members. The next formal PPG meeting is scheduled for 20th January at 13:00 to welcome new members. An informal Christmas coffee event will be held on 9th December at 11:00 at Coffee Number One.

Wellbeing and Dementia Support

The practice staff were informed about a wellbeing and mindfulness service, which offers sessions both in-person and online; referrals can be made via Reception. A brief mindfulness session was held at a clinical governance meeting and was well-received. The dementia network group now consists of about five members who meet quarterly, with the next meeting on 28th September 2026. The group is planning a stall for the Christmas fair.

Other Patient Services and Communications

An action is underway to research and create information for the practice website to help families navigate the transition for young adults with learning disabilities from child to adult services. For communications, it was agreed to use the generic “adverts” email address, copying in specific staff members. The practice uses the Clarity TeamNet platform to record both complaints and compliments. Anonymised patient compliments may be posted on the practice’s Facebook page with consent.

Next Arrangements

- ☐ Put up a poster to inform patients that a quiet room can be made available.
- ☐ Add a sign to the disabled toilet door to indicate it has baby changing facilities.
- ☐ Organise the Christmas coffee event for 9th December at 11:00 at Coffee Number One.
- ☐ Send invitations for the formal meeting on 20th January to all current and prospective PPG members.
- ☐ Confirm the flu vaccine delivery date for the week of 13th October.
- ☐ Formalise arrangements for the provisional flu clinic on 21st November.
- ☐ Sue to research and create information on transitioning from child to adult services for the website.
- ☐ Assess additional mounting options for the waiting room TV.