

Patient Group meeting

Date: 2026-07-15

Location: AMC

Participants: Bernice, Cat, Kevin, Vicki F, Helen P, Lisa S PCN Manager

Apologies Sue and Elizabeth.

Meeting Notes

Practice Statistics Update

- Vikki presented visual statistics compared the current period with 2025.
- GP face-to-face appointments have risen by nearly 100 per month on average.
- Telephone calls, home visits, and nurse appointments remain broadly unchanged.
- The hoped-for decrease in phone calls and increase in triage has not materialised.
- It was noted phone calls may have reached a ceiling as not all patients can use online services.

RSV Vaccination Campaign

- A major Respiratory Syncytial Virus (RSV) vaccination campaign is underway.
- Sessions run every Saturday, vaccinating approximately 60 patients every three weeks.
- This aims to avoid overloading the autumn campaign, which will include flu and COVID vaccinations.

Community Cancer Champions

- Bernice completed online training to become a Community Cancer Champion.
- The course covered what cancer is, NHS and local services, and empowering people to have conversations about cancer.
- The presenter (Sophie) is willing to deliver a two-hour session for the group.
- It was suggested Sophie could host a pop-up at the October flu clinics to speak directly with patients.
- Flu clinic dates are 10 October and 31st October was also mentioned

Dementia Awareness Update

- Cat attended a dementia awareness event, including how businesses can be more dementia-friendly.
- Example: certain floor patterns can distract people with dementia.
- The group promoted a “singing one” event at the abbey.
- Lindsay, the community builder, is now trained to deliver 45-minute Dementia Friends sessions, which could be useful for a clinical governance meeting.

Patient Participation Group (PPG) Promotion

- Biographies of PPG members have been prepared for the website to inform about the group.
- Strong interest in joining the PPG followed a recent survey, with about 20 enquiries.
- The group discussed limiting new members to keep meetings effective, aiming for a maximum of around ten in total.
- A questionnaire will be sent to interested individuals to understand demographics and interests before selection.

Website and Practice Operations

- The current website provider is ceasing service; a new website must be developed.
- The team will shortlist new providers and present options at the next meeting, aiming to retain practice branding.
- A recent heatwave saw some rooms reach 35°C. Fans have now been provided for all rooms.
- Heat created challenges for storing drugs on the emergency trolley and blood samples, which were moved to air-conditioned areas.
- An “aircon project” was mentioned as a potential future initiative.

Autumn Flu and COVID Clinics

- Planning for autumn vaccination clinics is underway.
- A clinic for children and pregnant women is scheduled for the morning of 19 September 2026.
- Two large “super clinics” for the general population are set for 10 October and 31 October 2026.
- Volunteers are requested for marshalling on 10 and 31 October, for morning (08:30–12:30) or afternoon (13:00–17:00) shifts.
- The aim is to vaccinate around 4,000 patients in October.

Health Promotion and Community Engagement – presented by Lisa S

- A health and wellbeing section now features on page 11 of the 'Persore Times' magazine.
- Past topics included Men's Health; the July edition will focus on vaccinations.
- October's article is planned on breast cancer screening.
- Community engagement includes visits to the community cafes.
- Focus areas include Pinvin, Throckmorton, and Abbey Park, which have higher hospital admission rates.
- Challenges engaging specific hard to reach populations, were discussed due to illiteracy and preference for on-the-day appointments.

Next Arrangements

- ☐ Resend the minutes of the last meeting to those who did not receive them.
- ☐ Bernice to contact Sophie to arrange a pop-up cancer awareness clinic at one of the October flu clinics.
- ☐ Invite Lindsay to run a 45-minute Dementia Friends session at a future clinical governance meeting; agree timing and format.
- ☐ Vicki to create and send a questionnaire to the ~20 individuals who expressed interest in joining the PPG.
- ☐ Define selection criteria (e.g., demographics, skills, interests) to keep PPG to around 10 members for effective meetings.
- ☐ Shortlist 2–3 new website providers to present at the next meeting, ensuring retention of practice branding.
- ☐ Assess heat-mitigation needs and outline an "aircon project" proposal (scope, budget, timelines) for review.
- ☐ PPG members to confirm availability to volunteer for marshalling at the flu clinics on 10 and 31 October (AM 08:30–12:30 / PM 13:00–17:00).
- ☐ Next meeting: 23 September 2026 at 13:00.