

Minutes of the PPG meeting at the Devereux Centre on Tuesday 22nd July at 6pm 2025

Present: Clare Barnfield, Charlotte Lumsden (Practice Nurse), Terry Ballard, Fan Randall, Jill Mooney, Bryan Parsons and Carol Parnell (possible new member)

Apologies: Sue Large, Rupert Cox and Sue Parry

Terry read through minutes of last meeting in brief and all okayed.

Lengthy discussion was had on the survey results, not only the one from our surgery that we helped with but the recent National one. Clare has said that our individual one has been a really good way of getting specific feedback to our surgery. The national one lets us compare with other surgeries and overall, we come out well. The discussion continued about our callback system and Bryan said it would be a good idea to have some sort of info graphic to illustrate the different points of access to the service: NHS website/Inspire website/telephone callback/chat bot etc. Clare will get Beth to have a look at a graphic to show this.

Clare showed us the Chat Bot which is a signposting tool on our website. Sanjay has asked for people to think of a name for it. Bryan suggested Theoc.

The discussion continued around the National survey and the results which Bryan pointed out were challenging text and graphic wise as well as using acronyms that many people may not know.

Terry has raised the issue of privacy at the reception area and wondered if anything could be improved so that people didn't feel self-conscious discussing symptoms etc with reception staff whilst surrounded by people in the queue and also patients accessing the appointment screen.

There is a room that is meant for breastfeeding that could afford privacy. There were some suggestions of moving the windows or the queue. Clare will consider options to improve the situation.

Charlotte and Clare answered queries on why the screen announcement for the next patient isn't now running and that clinical staff come out to waiting room to ask for next patient. Firstly, the software is costly and secondly both agreed that coming out to the waiting room informs them a great deal and is a valuable first impression. Bryan said it was good to see the person's name on the screen, especially if they were hard of hearing. Charlotte said that it is a good way to know if you've missed your name being called. In conclusion it is a good thing to have this initial interaction with patients.

The Practice has got some retirements coming up amongst the reception staff and Clare is already recruiting. She has recently taken on one receptionist.

Flu jab clinics for the over 65s are being planned. August will see appointments going out. Covid vaccines will also be offered for the over 75s. The dates for the clinics will probably be

4th October and 25th October. The Practice will have 6500 doses. She will let the committee member know how and when we can help.

It was noticed that the Practice waiting room was used for autistic /psychiatric consultations during the last vaccine clinic, which was rather unnerving. Clare will talk to the landlord regarding this.

We thanked Charlotte for attending the meeting and wondered when we could expect a GP to attend. It was suggested that we alternate morning and evening meetings to facilitate this.

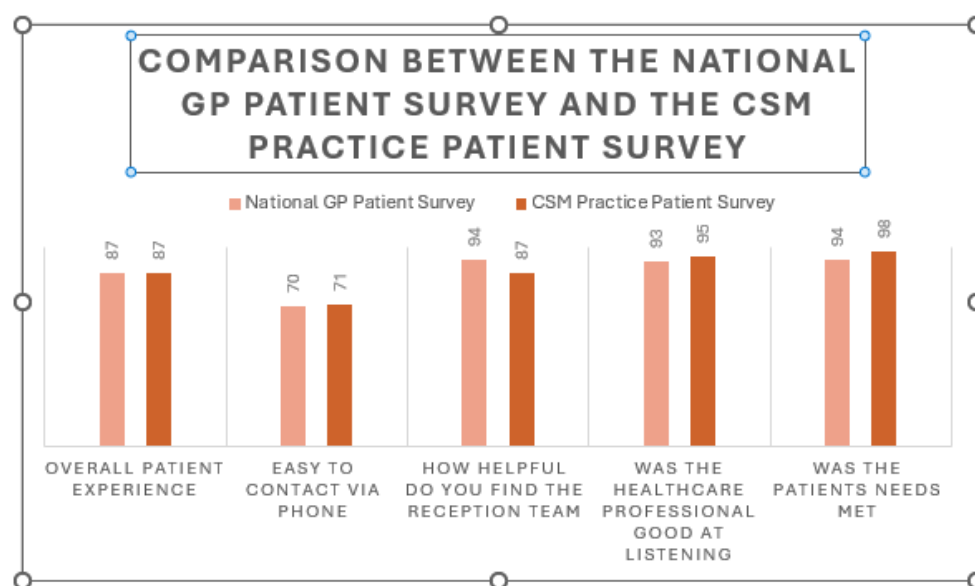
Fan read out the recent email from Jenni Wheeler-Bland from GetUBetter. Clare gave a response. She is aware of the company but is not sure what is added to the patient experience by this company that is not already offered by the surgery. Both she and Fan will take a look at the promotional video. Fan will report back to Clare with the patient's point of view.

Terry reported back from Gloucestershire PPG. Terry was going to send minutes to Sue Large at her request but Gloss PPG asked him not to. She is invited to email them with questions and they will send her a link to join.

Clare has thought about a Practice newsletter and we could put something together for inclusion. Fan will do this with Terrys help.

Clare will update the site with all new staff; reception and clinical.

Jill has asked for the April meeting minutes as she did not receive them. Fan will send.



Date and time of the next meeting: 11.00am Tuesday 14th October 2025 at the Devereux