

Minutes of the PPG meeting at the Devereux Centre on Tuesday 21st October at 6pm 2025

Present: Clare Barnfield, Terry Ballard, Fan Randall, Jill Mooney, Bryan Parsons, Sue Large, Rupert Cox and Carol Parnell

Apologies: Sue Parry

First of all, apologies for not using/checking the new PPG email. Will do better.

Terry read through the minutes of the last meeting and the following points were discussed:

Still no name for chatbot. Theoc noted but not used.

Clare explained about flu vaccines and how the Practice juggle appointments and doses available. They have to buy then over a year in advance. They can return only 10% of those purchased. Jill was explaining how difficult she found it to access an appointment through the link sent as they were already gone seconds after she received it. Clare will feed back to reception as they need to tell her when they run out of appointments. She will brainstorm with the team around planning the vaccines in the future. Pharmacies can vaccinate ineligible people but won't be recompensed. The surgery has had about 25-30 no shows out of about 500 appointments.

Bryan asked whether any progress had been made with altering the reception area to improve privacy. The check-in monitor is too near the opening in the glass reception screen, which people naturally lean into to talk to whoever is on reception. It is also problematic handing samples round the glass protection screen which Clare said could be solved with a samples collection box. The glass protection screen cannot be moved and the reception staff do need to feel safe so it is a question of managing it well. It is particularly difficult for the hard of hearing. Bryan suggested that someone spent a while in reception observing people behaviours and then making adjustments based on these findings to make it fit for purpose.

Clare presented her managers' report.

She will look up the eligibility criteria for the various vaccinations and send on to me.

Clare has asked the group if anyone might volunteer to help run the Carers group which happened once a month at the surgery. The current organiser has done it for some years and is no longer able to. It is a casual meeting with the purpose of exchanging stories and enjoying some carefree company as well as much needed support for this under the radar group. The next one is on the 20th November and Bryan and Jill will attend.

Jill has brought up blood tests for blood sugars and has discovered that the system is lagging as her annual check should be her birth month. Clare will check the system.

Jill has had to leave early :15.22

Clare asked about the PPG newsletter. Terry has already sent it and Clare has handed it on to Beth who is in charge of the social media and promotions. She has been away but is back on Thursday after an absence of two months which is why this has dropped.

Terry gave a report from the Gloucestershire PPG.

There is a big reorganisation which goes along with the closure of NHS England and separation into large ICBs.. we will be part of Bristol, North Somerset and South Gloucestershire. The next ICB meeting will be the 10th November.

Terry will send me a copy of the Glos PPG meeting.

Clare showed us a leaflet they have produced on how to upload and use the NHS app which is excellent.

Clare will try and get a GP to attend at least part of next meeting. We all appreciate any medical staff joining whenever they can.

**Date and time of the next meeting: 11.00am Tuesday 20th
January 2026 at the Devereux**