

Minutes from PPG Meeting – Tuesday 25th February

Attendees: Matt Davies, Rebecca Dalby, Graham Tongue, Eliza Austin - Lea,
Heather Redhead.

Apologies: Yvonne Gibson & Christine Hibbert.

1. Practice News/Priorities

Staff changes - Dr Molena, GP registrar, is with the practice until August 25. The practice will then be joined by Dr Ella Doke.

Sister Thomas has left and the practice is currently hiring for a Practice Nurse. Karen Edwards, who has been a HCA with the practice for numerous years has recently completed a University degree and is now a Nurse Associate.

Nationally, there is collective GP action regarding underfunding and workload. To date, GPs at UVS have not been involved.

This years winter pressures have been manageable with the involvement of additional locums over the period providing an additional 800 appointments.

The Practice team are looking at further opportunities to expand - including extending the present building utilizing available funding. Funding has also been accessed to facilitate an IT upgrade later in the year and a project manager has been assigned.

The practice will be moving forwards with a new digital platform (Blinx PACO) during 2025.

2. Terms of reference for PPG

Graham proposed a biennial review and moved that the December meeting be largely an administration meeting, to include the annual work program document.

3. Election of Chair

Yvonne will continue with the support of Graham as Vice Chair. Heather will continue as group secretary.

4. PCN Meeting Representative

Graham has agreed to attend the next meeting. It was suggested the we host the next PCN PPG meeting - **See actions**.

5. PPG Objectives for 2025

- Continuing NHS App 'Digital Drop In' sessions. **See actions**
- Provide feedback for Blinx Paco - new system to replace PATCHs.
- The PPG is to be involved with the design of the next Patient Survey with Rebecca agreeing to produce and send the finished document.

6. Newsletter

Updating and redesign continues. Better utilization of local contacts, social media and waiting area. The newsletter is to include practice updates and survey results.

7. The Future NHS subscription has ended.

8. Utilisation of the NHS App and Patient Access App

66% of patients at the practice age 13+ are registered with the NHS app. Having the two apps (Patient Access and NHS App) seems to be causing some confusion - particularly the advertising. The practice is looking to move more patients over to the NHS app utilizing the waiting room information media.

Next Meeting & AOB

Next meeting 10th June 3 - 5 pm, Upton pavilion.

Proposed time change to 2.45 - 4.45 has been suggested.

Actions:

Action	Lead	Target Date	Status
Feedback from Park Medical Centre re live introduction of BLINKS	Matt	Next Meeting	In progress
Expansion of Nursing Team to cover increased patient numbers	Matt		In progress
PCN Practice Rep	All		In progress
Recruit additional volunteers for digital drop-in session	All		In progress
Matt and Rebecca to review content of waiting room screen and update.	Rebecca	Next Meeting	In progress