

## Notes from Patient Participation Group meeting held on Tuesday, 22 July 2025 at St. Andrew's Medical Practice

<b>In attendance</b>		Peter Clement, Jennifer Clement, Nina Croad, Tom Cunningham, Jennifer Todd, Peter Yarbrough	
<b>By invitation:</b>		Dr Victoria Oliphant, Tracey Martin (Practice Manager), Jake Carlisle (Admin Team)	
<b>Apologies received</b>		Chrstine Kellett	
	Agenda Item	Action	
1	<b>Welcome/Introductions / Apology</b> Dr Victoria Oliphant and Jake Carlisle were welcomed to the meeting An apology was received from Christine Kellett and Dr Shield		
2	Dr Oliphant discussed the role of a Partner and how some progresses from medical school through F1 Doctor, F2 Doctor, Hospital doctor, Registrar. Doctors can decide to be a locum (not common now), salaried doctor or Partner.  The Practice is a private business, and the four partners are equal partners. The practice owns both Sensier House and Oxford Road – Oxford Road having been bought from a single doctor practice to provide further space.  The Partners and Practice Manager meet every Monday to discuss issues including feedback from patients and the PPG. Tracy will then feedback relevant information to the PPG.		
3	<b>Minute approval</b> Minutes of previous meeting were agreed.		
4	<b>Follow up from Previous Meeting</b> <ol style="list-style-type: none"> <li>1. Suggestion Boxes and feedback cards have been installed on the reception counter in both Sensier House and Oxford Road. We will have 'feedback' on future meetings</li> <li>2. As previously stated only Bishops Close PPG was in a form for exchange of ideas. PY is meeting with Geoff Darkes to assess their view.</li> <li>3. Terms of Reference are being prepared by TM and should be available within a couple of days. Will be issued to members for comments and then adopted at the next meeting.</li> </ol>	PY	
		PY	
		TM	
5	<b>Surgery Updates</b> <ol style="list-style-type: none"> <li>1. Discussions took place about the results in the latest GP Patient Survey. 363 surveys were sent out and only 117 (32%) were returned. TM created our own survey based on the GP Patient Survey with some added questions. These are being sent via text to patients 16 and over. So far about 1100 have been returned and are representative of the results of the GP Patient. Update will be provided at our next meeting if not before.</li> <li>2. Phone system is working better with some minor issues which are being discussed soon with the suppliers. The 'call-back' function has been well received.</li> <li>3. Staffing – a new F2 (Baptiste Durand) and Registrar (Dr Katie Miller) will start in early August. Two new admin staff have been appointed; one started immediately and the other subject to one months' notice. In</li> </ol>	TM	

	<p>addition, two admin staff are starting training to become HCA' and another is training in phlebotomy for maternity cover.</p> <p>4. <b>TC</b> asked if the PPG could be promoted through text messages</p>	
6	<p><b>Awareness Display</b></p> <ol style="list-style-type: none"> <li>1. <b>JT</b> provided an update on display since the last meeting. The next display will be about Parkinsons.</li> <li>2. <b>PY</b> suggested we might consider making use of the old 'magazine' stand in the waiting area, using it to display the literature and promote the PPG. The meeting adjourned to view the 'stand' and new suggestion box. No decision was made about the stand.</li> </ol>	
7	<p><b>WI-FI Hotspot</b></p> <p><b>JT</b> picked up a suggestion on social media that St Andrew's should have a wi-fi hotspot which when someone connects, has a landing page of links to various medical issues / sites. <b>PY</b> pointed out that NHS Guest Wi-fi has been available for several years. <b>TM</b> commented that wi-fi was provided by a third party and we could not guarantee that it would always be available. <b>JT</b> to write back.</p>	<b>JT</b>
8	<p><b>New website</b></p> <p><b>PY</b> confirmed the Practice new website was now live. The major change relates to the functionality of the site (works well on mobile devices) rather than content. Also, there are more links to the NHS website which will reduce maintenance overheads. All staff and PPG members had been asked to check content, etc and feedback any changes/suggestions. A feedback page has also been added to the site. To date only one feedback has been received and a further two through the site</p>	
9	<p><b>Other matters</b></p> <ol style="list-style-type: none"> <li>1. Discussions were held regarding problems in seeing the same GP.</li> <li>2. <b>JT</b> wondered if we should consider having another coffee morning to try to attract new members. Discussed and taken forward.</li> <li>3. <b>JT</b> wondered if we could in some way recognise staff for exceptional work, etc. Discussed and taken forward.</li> </ol>	<p><b>ALL</b></p> <p><b>ALL</b></p>
10	<p><b>Future meeting topics</b></p> <p>Deferred to next meeting</p>	
11	<p><b>Date of next meetings</b></p> <ul style="list-style-type: none"> <li>• Tuesday, 16 September 2025 at 5 pm</li> </ul> <p>And</p> <ul style="list-style-type: none"> <li>• Tuesday, 9 December 2025 at 5 pm</li> </ul>	