

Notes from Patient Participation Group meeting held on 16 September 2025 at St Andrew's Medical Practice

In attendance/ by invitation:	Martin Beany, Kathryn Clarke, Tom Cunningham, Nina Croad, Tracey Martin. Chrstine Kellett; Christine Pearson, Peter Yarbrough	
Apologies received	Lisa Ellis, Peter Clement, Jennifer Clement	
	Agenda Item	Action
1	Welcome/Introductions / Apology Welcome to new members: Martin Beany, Kathryn Clarke and Christine Pearson Attendees introduced themselves Apology to Lisa as we were unable to get Teams to work	
2	Confidentiality Attendees were reminded of the confidential nature of items discussed and anything they might see while in the premises relating to patients.	ALL
3	Approval of previous minutes Approved	
4	Last meeting follow-up <ul style="list-style-type: none"> a. Meeting with other PPG – all but one of the surgeries in our PCN do not have a well-developed PPG therefore are not able to exchange visits. After meeting with the Chairman and another member of Bishop Close PPG, there was no desire to exchange visits, but we will keep in touch just in case. b. Terms of reference were attached to the agenda. Changes since the original version are in red. Please review and feedback any recommended changes. If PY does not hear back within a couple of weeks it will be assumed no objections and that the TORs are adopted c. PY covered a few Google statistics on the new website. MSW (our site supplier) will start providing stats within the next months and Google stats will no longer be available. Hopefully we will have relevant information at the next meeting. 	<p>PY</p> <p>ALL</p> <p>PY</p>
5	Surgery updates – AI / Flu / Staffing / Stats / Feedback <ul style="list-style-type: none"> a. A brief discussion around the use of AI and the information provided on the website (AI at St Andrews - St Andrew's Medical Practice). CK wondered who had installed the software. TM confirmed installation was done in conjunction with NHS Digital and met all the requirement of NHS Digital and GDPR regulations. b. TM confirmed Covid boosters and Flu vaccination would be carried out each Saturday in October. She also confirmed text/calls had been made to those eligible persons. Eligibility for COVID-19 vaccine - NHS. TM will investigate why TC and CP had not received an invite. c. TM confirmed Dr Helen Parry (Salaried GP) and Dr Baptiste Durand (FY2 Doctor) had joined the surgery 	TM

	<p>d. TM reported since the 'feedback' boxes were established in July, five responses had been received. They were mostly positive with only one commenting on reception staff.</p> <p>e. TM reported on some statistics of the practice in the month of August</p> <ul style="list-style-type: none"> • 718 e-consults received = 36/day on average • 9,367 appointments with 340 DNAs (3.62%) • 8,033 telephone calls received with an average of 402 per day; Tuesday 26 August the busiest day of the month with 612 calls • Population growth: September 2025 = 15,820; September 2015 = 13,204 = a 16.54% increase • Particularly large increases in the under age 40 population (probably due to the large number of housing developments in our catchment area in recent years) 	
6	<p>Patient survey</p> <ul style="list-style-type: none"> • TM went through the GP Patient Survey and the survey which she carried out with particular attention paid to the summary and way forward. Further discussions will take place at the next meeting. Two areas identified as urgent attention related to the length of the welcome message and to publicise Extended Hours on the web and TV • TM confirmed that the call back facility had been welcomed. • TM shared the idea of having short video clips about staff roles to be shown in waiting areas. TC asked if some safeguarding of staff could be put in place in case those visiting the practice shared these in an inappropriate way. TM hoped that reception staff would be vigilant around this. 	
7	<p>Future meeting topics</p> <ul style="list-style-type: none"> • It was agreed to keep the meetings on a Tuesday at 5pm. • Discussion will take place at our meeting in December to agree dates for 2026 and any special requests such as attendance by clinicians / admin staff or 	
8	<p>Other issues</p> <ul style="list-style-type: none"> • TC asked if there could be clarification around staff access to patient records. TM advised all staff could access records, confidentiality was promoted and taken seriously by partners and management. 	
8	<p>Date of next meeting December 9, 2025, at 5pm. Following our normal Christmas format, we will have some snacks available.</p>	