

PPG Meeting Minutes

11th September 2025



Attendees: JW, SH, GB, PS, AS, AP, JH, AB, SN, MH
Apologies: KS, WL, LJ

1. Previous meeting's minutes/matters arising (all)

Introductions & Group Updates

- MB has left the group as she has moved out of the area

Matters arising from previous minutes

- Dementia Friends Training – Summary from member GB who attended the training session and her feedback was that it was a useful and gentle introduction to Dementia and appropriate for the staff that attended.

2. Appointment System/Clinical Service (AB/MH)

Heidi (transcribing software)

Some clinicians are using the Heidi transcribing software under the One Care pilot until March.

AccuRx online consultations

We are now using a GP led team to triage all AccuRx online requests. This pushes all requests through one system which makes it more equitable and deals with requests in order of clinical need. The system is in place but we are still tweaking staffing etc. We are pleased with how it is working and other practices have asked us to share our learnings.

It has also proved to be useful for requests that don't need an appointment and continuity of care (CofC) has improved.

We have received positive feedback from patients and reduced the need for patients to call back the next day for an appointment.

Staff feedback – 86% thought that booked appts were appropriate, improved CofC, positive impact on job role. 87% reception thought positive impact on their role.

Translation Services

Some members of the group were interested to understand how our translation services worked. Patients who need an interpreter have a flag on their records which prompts the Patient Navigator to book a double appointment. We use an ICB commissioned service called Language Empire. This is an on-demand service which is organised by a phone call at the start of the appointment with the patient. BSL is booked in advance.

Domestic Abuse Training

PPG Chair JW mentioned that 1 in 4 people experienced domestic abuse and the NHS has more contact than any other service. What do we have in place to deal with this as a practice?

Dr Stables & Dr O'Donovan are the practice safeguarding leads. There is safeguarding training once a year for clinicians and they now have to write reflective statements about their experiences. The initial staff contact is responsible for following up any safeguarding issues but will discuss with other staff/leads.

MH to follow up on other available training particularly for Patient Navigators.

Supplementary Services

We are offering everything in the supplementary services basket. We provide ear wax removal if there is a clinical need and offer Spirometry, wound management & dressings. We provide child phlebotomy where possible as we believe this is more helpful for the patient.

HMG 10 year plan

- Patient Participation Groups are mentioned in the 10 year plan!
- Neighbourhood health model – this is ICB lead.
- Ending the 8am scramble – digital telephony, NHS APP, online consults are implemented to help ease the 8am scramble.
- The new GP contract
- How can practices use AI

- You and your general practice – patient charter. This was included in our latest newsletter and will be added to our website. The patient charter includes that we are open during core hours, where to signpost once we are closed, what happens when you contact your practice, it allows you to see chosen healthcare professional.

NHS APP training

AB to try to organise NHS App training for the next PPG meeting

Governance Bulletin

GP Patient Survey 2025 – results show improvements in all areas since last year especially for CofC. The PPG pass on their congratulations for this. Link for the survey [GP Patient Survey](#).

3. PPG items (JW/SH)

PPG Terms of Reference

The updated terms of reference were agreed by the group.

Healthwatch

The Dash review recommended that the functions of Healthwatch would transfer to the government or the ICB. Healthwatch are an independent body and this independence will be lost. JW/SH also feel that this was an excellent source of support which will be lost. Where is the scrutiny over the ICB/Dept of Health? It may be easier & simpler to feedback but it will not be to an independent body. Healthwatch is the main patient organisation. Fireclay feel supported as a practice.

Vitaminds

SH has a meeting next week for an update on this.

Fishponds Practice Visit

Practice Manager & the PPG Chair at Fishponds Family Practice met with JW & SH. The new PM & PPG Chair wanted some advice on creating a new group which JW & SH offered.

PPG Green Valleys

AB to arrange a meeting between Green Valleys PPG and JW/SH

Groups feedback

Medical waste group – have met and would like to put something in the next newsletter. Boots have a recycling facility for medical waste. To check whether the video is on the TV screen. Archive project – AP has scanned some photos and they are making progress. Patient Newsletters – these are being produced every quarter now. Garden – staff have enjoyed the pots over the summer and extend their thanks to the PPG.

Physician Assistants (PAs)

We have 2 PAs at Fireclay and the practice is carefully following guidance around PA scope of practice. The PAs at Fireclay feel supported and are heavily supervised with a named supervisor daily.

4. AOB

- BNSSG ICB Newsletter – PPG sent a link to receive

5. Next meeting date

- Thursday 11th December 2.30-4.00pm