



<b>Meeting Title:</b>	Patient Participation Group	<b>Date:</b>	Thursday 30 <sup>th</sup> October 2025
<b>Venue:</b>	Room 12	<b>Time:</b>	13.00-14.00
<b>Attendees</b>	<b>Chair:</b> Melissa Coleman <b>Minutes:</b> Amy Birch <b>External:</b> N/A <b>Apologies:</b> Colin Mason <b>PPG Members:</b> Bob White, Joy White, Peter Shelton, Alan Ryder, Rosie Ryder, David Wood, Janet Wood, John Hudson		

ITEM	MINUTES	ACTION	LEAD	TIME
1.	<b>Introductions</b>	Information	MC	13.00
2.	<p><b>Practice News</b></p> <ul style="list-style-type: none"> <li>• Reception <ul style="list-style-type: none"> <li>○ Removal of InTouchNow</li> </ul> <p>Acknowledged software wasn't fully functional to our needs, however recognised that service support from InTouchNow was very good and we had high hopes for software improvements. It was also very expensive and therefore decision made to withdraw. Practice is not against revisiting AI software if there are more suitable options in the future</p> <ul style="list-style-type: none"> <li>○ 1 x vacancy</li> </ul> <p>Selection process ongoing.</p> </li> <li>• Admin Team <p>1 x vacancy. Selection process ongoing. Locum support continues.</p> </li> <li>• Nursing Team <ul style="list-style-type: none"> <li>○ Libby promotion - Nurse Lead</li> </ul> <p>Recognising Libby's valuable input to the practice team, this promotion will involve additional responsibility and give Libby greater flexibility on decision making.</p> <ul style="list-style-type: none"> <li>○ 1 x Practice Nurse vacancy</li> </ul> <p>Selection process ongoing.</p> </li> <li>• Management Team <p>No changes.</p> </li> <li>• GP Team <ul style="list-style-type: none"> <li>○ GPST1 Registrar starting placement 20/11 – Aug 26</li> </ul> <p>Dr Matadar will join us on a part time basis, 3 days per week.</p> </li> </ul>	Discussion/ Information	MC	13:00

	<p>Clinics to be added once induction has been completed.</p> <ul style="list-style-type: none"> <li>○ GP vacancy offered – 4 sessions Tuesday and Friday</li> </ul> <p>Awaiting signed Offer Acceptance.</p> <ul style="list-style-type: none"> <li>● Additional Roles</li> </ul> <p>Practice following up with the PCN on progress of potential Locum Nurse.</p> <ul style="list-style-type: none"> <li>● Flu clinic</li> </ul> <p>Patient and staff feedback very positive, efficient and high numbers of immunisations delivered.</p> <p>Practice took the opportunity to offer additional health checks whilst patients in attendance along with additional immunisation offered if required.</p> <p>Practice participated in Oxford Research Study on the day, testing for respiratory infections in patients with recent flu-like symptoms – 40 swabs obtained. Additional income for the practice and supports our ongoing efforts to successfully contribute to research studies.</p> <ul style="list-style-type: none"> <li>● GP Patient Survey <ul style="list-style-type: none"> <li>○ Annual questionnaire to be shared with patients.</li> </ul> </li> <li>● PLT November <ul style="list-style-type: none"> <li>○ Dealing with Conflict Workshop</li> </ul> </li> </ul> <p>Melissa to lead practice workshop to better support staff on how best to deal with challenging patient situations, professionally and confidently.</p> <ul style="list-style-type: none"> <li>● Pilot Group Consulting – Diabetes</li> </ul> <p>Practice to pilot group consulting sessions, starting with Diabetes management, led by Libby (Practice Nurse) and Dr Kay (GP), who has extensive experience with Lifestyle Medicine. If group consultations are successful, we may look to extend to other Long-Term Conditions.</p> <ul style="list-style-type: none"> <li>● Service improvement <ul style="list-style-type: none"> <li>○ Link with Masons Pharmacy for better working processes</li> </ul> </li> </ul> <p>Mason's Pharmacy due to attend practice Business Meeting Tuesday 4<sup>th</sup> November. Aim for smoother processes and better communication between colleagues.</p>			
3.	<p><b>Patient Question Time</b> - an opportunity for patients to raise any questions to the practice team.</p> <ul style="list-style-type: none"> <li>● PPG Network meeting 23/10/25</li> </ul> <p>Peter Shelton continues to attend PPG Network meetings on behalf of the PPG.</p> <p>Patients eligible for RSV vaccine will be contacted and invited by the practice.</p> <ul style="list-style-type: none"> <li>● Ensure that Reception staff have relevant contact sheets to hand to signpost patients, when appropriate, who are struggling with Mental Health decline.</li> <li>● New bus service on Grange Road, however no bus stop – David agreed to look into service further.</li> <li>● Could the practice consider CCTV inside reception area if receptionists experience aggressive interactions.</li> </ul> <p>Melissa explained high cost involved and security procedures in place but will note as a suggestion.</p>	Discussion	PPG Members	13:30

4.	<b>Any other business</b>	Discussion	MC	13:45
5.	<b>Date and time of next meeting</b> Thursday 4 <sup>th</sup> December 2025 1-2pm	Decision	MC	14:00