

Patient Participation Group (PPG) – Meeting Minutes

Meeting type: Virtual

Date: 20 March 2026

Time: 13:00 – 14:00

Practice Representatives: Operations Manager, GP Partner

Patient Participants: Three patient representatives

1. Welcome & Introductions

- The practice facilitator welcomed attendees and outlined the aims of the PPG, including:
 - Improving patient services
 - Gathering patient feedback
 - Supporting patient education
 - Being consulted on major changes
 - Contributing to practice development
 - Participants were advised that a patient needs to be nominated as chair but reassured that there was no obligation to commit right now, and supporting documents will follow.
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2. Recruitment for PPG Membership

- Ideal group size: **8 members**, representing a broad demographic range.
 - Planned recruitment methods:
 - Poster in waiting room
 - Promotion on practice website and social media
 - Option to join either as a virtual-only member or as an in-person/virtual attendee
 - Current contact list based on historic PPG membership.
 - Suggestions from patient representatives:
 - Check whether PPG sign-up is included on registration forms
 - Encourage younger adults to participate
 - Consider targeted invitations rather than relying solely on general advertising
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3. Social Media Use

- Practice currently uses Facebook and Instagram to share:
 - Health campaigns
 - Awareness days
 - Community and practice updates
 - Feedback:
 - Facebook is used widely and content is noticed
 - Instagram appears less active
 - Concerns raised about allowing public comments due to potential for negative threads; suggestion to consider disabling comments and directing feedback to official channels.
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4. Website Use & Digital Access

- Website review currently underway.
 - Patients reported:
 - Website remains important, especially for new residents
 - Many prefer accessing services via the NHS App or eConsult
 - Ensuring the website is informative and easy to navigate is essential
 - Discussion around supporting patients who are less digitally confident.
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5. COVID-19 & Flu Vaccination Clinics

- Historically held on weekends with booking links sent via SMS.
- Feedback:

- Clinics are efficient and well organised
 - Weekend appointments generally well received
 - Need to ensure access for patients who cannot use mobile or online booking
 - Suggestion: follow-up calls for those who do not respond to SMS invitations.
 - Staff workload discussed, weekend vaccination clinics increasingly challenging due to fatigue.
 - Practice is considering **extended weekday sessions** instead of weekend clinics.
 - RSV vaccinations not currently run in combined clinics.
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6. Triage and Appointment Booking

- Current urgent access routes:
 - eConsult
 - Telephone
 - Paper triage form at reception
 - A GP undertakes morning and afternoon triage for safety-netting ambiguous cases.
 - Patient feedback:
 - System generally works well and provides prompt responses
 - eConsult can feel long, especially when unwell
 - Importance of clearly completing the first text box in eConsult highlighted
 - Discussion regarding:
 - Overly long eConsult submissions
 - Patients bypassing automated “call 111” warnings
 - Potential new website provider offering pre-eConsult screening questions — requiring careful safety review.
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7. Planning Future Meetings

- Minutes will be anonymised and may be published on the practice website.
 - Terms of reference and PPG code of conduct to be circulated.
 - Appointment of a future chair to be revisited when membership increases.
 - Meeting format:
 - Virtual meetings seen as convenient
 - Early evening meetings (e.g., 6:30pm) may increase attendance
 - Recruitment suggestions included:
 - Allowing staff to recommend suitable patients
 - Posting on social media to raise awareness without directly soliciting large numbers
 - Ensuring a cross-section of ages in membership if possible
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8. Any Other Business

- Brief discussion of current clinical pressures, including recent public-health alerts.
 - All agreed to consider potential new members and share suggestions with the practice.
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9. Meeting Close

- Attendees thanked for their time and contributions.
- Next steps:
 - Circulate anonymised minutes
 - Share terms of reference
 - Confirm date/time for next meeting
 - Continue membership recruitment

Meeting closed