

PPG Meeting Minutes 10/06/2025

Attendees: Matt Davies (Practice Manager, UVS), Rebecca Dalby (Operations Manager, UVS), Graham Tongue (Vice Chair, PPG Member), Eliza Austin-Lea (PPG Member), Ginnie Jones (PPG Member)

Apologies: Heather Redhead (PPG Member), Yvonne Gibson (Chair, PPG Member), Christine Hibbert (PPG Member)

Minutes by: Rebecca Dalby

Meeting chaired by: Graham Tongue

1. Meeting Minutes

Minutes from the previous meeting held on 25th February 2025 discussed. Outstanding action for waiting room slides to be reviewed and updated has been completed. Minutes otherwise approved.

2. Practice Manager Update

Dr Molena, registrar, has now qualified and will leave the practice at the start of August for a new role. Dr Ella Doake, registrar, will join the practice at the start of August. She will be with us on Tuesdays and Fridays, for 18 months. We are recruiting for a sessional General Practitioner for 2 days a week. Advanced Nurse Practitioner, Bonnie Davis, has recently left the practice for pastures new. However, her role has been filled by new-hire Hannah Davies. Hannah is undergoing Advanced Clinical Practitioner training. She will be a hybrid advanced nurse practitioner/practice nurse.

The practice is hosting room space for Brio (stop smoking clinic) + stoma nurse follow-up clinics.

A bin store/path has been built at the practice. The previous set-up for bin storage was not secure and was a fire risk.

The practice will be launching a new system Blinx PACO towards the end of the year. This has been adopted at other local practices and feedback has been positive. The practice is still in the early development stages with setting up the PACO system. It was discussed that the PPG will be involved in the communication rollout to patients and how this is navigated.

3. Friends and Family Results

Anonymous data was recently shared with the PPG to review feedback and common themes ahead of them creating the PPG patient survey. Graham suggested that the positive results from the friends and family survey should be highlighted in the practice newsletter.

Other feedback reviewed in friends and family survey to consider:

- Audible notification of being 'called in' as well as visual in the waiting area

- Reception staff to inform patients if clinics are running more than 20 minutes behind
- Filtering of non-urgent appointment calls at 8am in the morning. Work needs to be done on wording and communication to patients so it is understood how appointments are released. Rebecca advised website wording has been updated recently and there is a practice leaflet due to be published which should help with this.

4. Practice Newsletter –

The next issue of the practice newsletter will be released towards the end of summer. It was discussed that the next issue should include the positive results from the friends and family survey and an article on why there are no toys in the waiting area. Graham will also create a piece for recruitment of PPG members.

5. Recruitment to the PPG

As above, Graham will create an article to aid recruitment of more PPG members. The PPG are keen to ensure all age groups and backgrounds are represented. Attendees discussed how to spread the word of the PPG – suggestions included producing flyers as well as promotion at the upcoming Upton Family Fun Day.

6. PCN and PPG Chairs Meeting

Graham volunteered to attend the next PPG PCN chairs meeting. It was discussed that this would be the best forum to raise collaborative working and ideas between the PCN practices.

7. AOB

Discussion was had regarding access and how information is shared. The practice acknowledged how important it is to ensure they are considering how communications are released and that it is accessible to all age demographics and those who may not have access to the internet.

It was raised that it would be helpful to have a document on abbreviations used in meetings. Consideration will be made to not speak in abbreviations, particularly with new members present. There is a document on the practice website for glossary of terms for any clinical terms that may be used during consultations. Any communications released by the practice should not contain abbreviations and the practice website will be reviewed to ensure all information is clear.

Attendees discussed the possibility of hosting an 'engagement session' which could be used to hear from other patients directly and assist with the making and promotion of the PPG survey.

8. Next Meeting Date

The proposed date for the next meeting is Tuesday 23rd September. 2:45 -4:45

Actions:

Action	Lead	Target Date	Status
Blinx Paco update	Matt/Rebecca	Next Meeting	In progress
PCN Practice Rep	All		In progress
Patient Survey	All		In progress
PPG recruitment article for newsletter	Graham	August	In progress
Ensure waiting room screen is audible	Rebecca	ASAP	Completed
Reception to inform patients if clinics running more than 20 minutes behind	Rebecca	ASAP	Completed

Glossary of terms

UVS – Upton Village Surgery

GP – General Practitioner

ANP – Advanced Nurse Practitioner

Registrar – Is a doctor completing their specialist training to be a qualified General Practitioner. When registrars join the practice, they are ST3, which is their final year of training before being a qualified GP

PCN – Primary Care Network (a collaboration of practices working together. Upton Village Surgery is part of the Chester East PCN which includes 3 other local practices – Boughton Medical Group, Park Medical Centre and Heath Lane Medical Practice.

PPG – Patient Participation Group