

Patient Participation Group (PPG) – Meeting Minutes

Attendees; Jade – Operations Manager, Alice- Deputy Operations Manager

PPG members attended: 4

PPG member names removed for confidentiality purposes and are anonymised throughout for public viewing.

Approval of Previous Minutes

The previous meeting minutes were read and approved.

Committee Update

A committee member has resigned.

The group welcomed a new PPG member and confirmed a new PPG Chairwomen.

Prescriptions

Concerns were raised regarding increasing difficulty in obtaining prescriptions when needed as the website and process changed. Jade explained how patients can order prescriptions via the practice website as they were previously. When the website was remodelled unfortunately the link to take patients to SystmOnline to submit prescriptions was incorrectly changed to direct patients to Accurx triage form- this has been rectified.

It was suggested that patients on repeat prescriptions would benefit from a **pre-order reminder**, as pharmacies (including larger chains) often take several days to prepare prescriptions.

Jade confirmed that this is not possible as the System does not have this functionality. It is the patients responsibility to order their prescriptions in a timely manner and allows them to order 7 days in advance.

Reception Team

A suggestion was made that additional training for reception staff would be beneficial to improve understanding of patient needs. A concern was raised regarding an isolated incident involving a receptionist who appeared frustrated with a patient and raised their voice. It was also noted that conversations at reception may be overheard by patients waiting nearby.

Action:

- Jade to arrange refresher training and guidance for reception staff, including confidentiality awareness.

Healthy Minds

Whitehouse & Neath Hill Health Centre

Jade advised that the Healthy Minds service is not yet running and we are unsure if this will be moving forward.

Diabetic Nurse

Jade confirmed that the Diabetic Nurse is available on Mondays, Tuesdays, and Wednesdays

Doctors on Duty

It was suggested that a noticeboard displaying the names and photographs of doctors on duty would be helpful for patients.

Action:

- Jade to look into this suggestion.

PPG Contact Email

The idea of creating a dedicated PPG email address was discussed and agreed, allowing patients to contact the group with concerns.

It was also suggested that the PPG organise a book sale with a charity collection, with proceeds donated to an agreed charity.

Action:

- Book sale to be organised by a PPG member, agreed to choose a charity to donate to and rotate regularly.

Spring Health Fair

One medical group are organising Spring Health Fair. PPG members agreed to help support and staff the PPG stall.

Triage System

Jade advised that triage responses can currently take up to seven weeks, due to high demand (over 3,000 requests per week).

Questions were raised about how emergencies are identified. Jade explained that all requests are reviewed by a GP, and a GP located in reception helps identify urgent cases and ensure appropriate action.

We have changed the way we are working with the triage now so there is not a long waiting time for a response.

Whitehouse & Neath Hill Health Centre

Telephone Access

Concerns were raised about longer waiting times for phone calls to be answered. A call-back option was suggested as a potential improvement.

Jade confirmed this option is already available.

Palliative Care

The Care coordinator will be contacting patients who do not attend appointments to understand any barriers and offer appropriate support.

Pharmacy Support

It was noted that more patients should be made aware of the support pharmacists can offer. Pharmacists are trained to advise on minor ailments and provide expert guidance.

Aim / Management of Long-Term Conditions

A question was raised about the practice's overall aim for managing ongoing conditions. Jade explained that the aim is to ensure patients receive recalls for check-ups and annual reviews. Some patients may require two appointments. However patients should be actively booking these in their birth month to review their long term conditions.

Alice

Alice is leaving the practice to take up a new role. The group wished her every success.

Meeting Close

The meeting closed at **6.00pm**.

Next Meeting

Monday 16th March 2026

Time: 5.00pm

Location: Whitehouse Surgery