

PATIENT PARTICIPATION GROUP

Minutes – Meeting Thursday 14th August 2025

4:00 pm to 5:00 pm

Present

PPG Members:

Tommy Taylor (Chair)

Susan Page

Chris Dugmore

Alan Grubb

Ken Burch

David Simpkins

Colin Catterick

The Pall Mall Surgery:

Dr Syed – GP Partner

Ellie White - Operations Manager (Minutes)

Sarah Bowhay – Patient Experience Lead

Vicki Oakwell – Digital and Transformation Lead – SS9 South PCN

1. **Apologies for absence / Welcome New Members** - Apologies from Sue Gardner and Brian Marshall
2. **Minutes of last meeting – Agreed**
3. **Matters Arising –**

- a. **Agree on timings of meetings/email circulation/ WhatsApp group -**

Agreed that going forward, meetings will be 3.30-4 pm for Patient members and 4 pm-5 pm for all (including surgery staff)

EW discussed who was on an email distribution list, as shared in an email to the group. DS asked about David Allen-Smith. TS explained that he is local to the surgery and has expertise in digital and S1.

WhatsApp group – DS to be added by EW, KB, and CC wish to remain off the group chat.

- b. **Report back from VO regarding auto-filing of blood results**

VO shared that this is an ongoing situation, and there can be different ways bloods can be actioned depending on the clinician. NHS digital are aware of the national problems around this. VO to liaise with the Digital team/TPP (System providers) to see what more can be done. We discussed how to make patients aware of the process. CD kindly agreed to review the wording on the surgery website.

Discussions around wording to patients on app/in notes to be 'patient record reviewed' instead of 'patient informed'

TS – Shared insights from GP forum nationally.

AO – explained that we only inform on abnormal or positive results. Normal results are filed.

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DS – Raised that lots of patients only use online apps – NHS and SystmOnline for ordering medication. VO is in the process for putting together some education sessions for patients who are less knowledgeable about the functions of NHS App and SystmOnline.

CD – Raised the idea for phone pop-up notifications. VO feels this is an option on the app. CD to review.

c. Message from new chair TT – any questions

The group agreed that discussions should be constructive but remain positive. The focus is to ensure that the group and the surgery are working together to make changes which improve the surgery.

Topic	New Ideas/ to agree	Agreed
Men's Health Event	<p>Men's Health Forum – Online video £350 for 100 patients</p> <p>CD explained that the Mens Health Forum is an organisation that puts on events for patients, https://shop.menshealthforum.org.uk/collections/training</p> <p>Patient would be invited to the session via the methods below. TS shared that he does have some concerns around the costs, and that it's important that we continue our work within the contract we have (GMS)</p> <p>EW felt that although the costs are apparent, an alternative event would come at a cost to the surgery, pulling together time and resources.</p> <p>TS explained that this would need to be an ask of the partners. TT asked for a resolution before the next meeting, which TS agreed to.</p> <p>EW also suggested events to be done as a PCN, which would spread the costs. VO shared that there may be different funding we can tap into.</p> <p>Date – TBC – November</p> <p>Promotional material – to include social media, posters, texts to patients (via a search of those we wish to target), and advertise at Leigh Community Centre</p>	<ul style="list-style-type: none"> • Men over 40 • Material to be shared widely – women also • Online and in person • Seminar -Style format • Session to last 30-60 mins • Preferably evening or weekend • Venue – Pall Mall Surgery or online

AOB

Posters in Surgery – CD visited the surgery recently and noted some posters which would not be good for patients with visibility concerns. CD has some guidance to share with surgery. EW

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shared that on the 23rd August, the surgery is undergoing a refresh of noticeboards, where all posters will be reviewed and refreshed. CD to aid with design.

Actions from the previous meeting in June

Over 75 NHS Health check – CD shared that her awareness was that the surgery has no appointments for these until mid-October. SB to review.

Self log in screen – KB – shared that if the screen gave a room number, this would be helpful. SB to review.

Door numbers – AG – to ensure they are clear and big enough.

Action Points:

1. VO to speak with David Allan-Smith/TPP regarding clarity on auto-filing of results.
2. CD to look at wording on Pall Mall website, under test results. Feedback on whether we can make the process clearer.
3. CD – Review if turning notifications on NHS App is a possibility and what this enables. VO also to review
4. TS/EW to share costs/idea for the Men's Online Forum with the Partners. Outcome to be shared.
5. SB/EW/CD refresh of posters in surgery.
6. SB- Self-check-in screen, display of door number?

Next Meeting – Wednesday 17th September 3.30-4 pm PPG members only 4 pm- 5 pm all welcome