

Notes from Patient Participation Group (PPG) Meeting

Date: Wednesday, 1st October 2025

Location: Downstairs Waiting Room, Fremington Medical Centre

Time: 5.30pm – 6.30pm

Present: Kate Graddock (KG)– Practice Manager, Dr Gemma Issac (GP), Julie Adnams Hatch (JAH) – Chairperson and 7 patient members. Richard Todd, Practice Nurse attended for a short while.

Apologies and housekeeping

Helen Walker gave her apologies.

Welcome to Richard Todd, Practice Nurse

Richard joined the meeting and gave a brief overview of his job role and responsibilities, which is primarily long term conditions, and in particular, diabetes. He also expressed that he was happy to be part of the Wellbeing Club next year.

*** Richard left the meeting. ***

Minutes

Secretary - JAH reiterated the need for secretary – KG will continue for a further meeting but then a volunteer would be needed.

Policy – JAH asked for some minor changes, but the policy had already been approved at the last meeting. KG will change these going forward which included:

- 7 principles being included in the document.
- Discussion re: Virtual PPG.
- PPG letterbox for reception.
- QR code for sign up page on website to be included in reception.

PPG WhatsApp Group:

KG expressed that she does not have a work mobile number but if the chairperson wanted to build a WhatsApp group for members then that would be okay, but members would need to be happy with their contact details being shared, any liability and this would not be a practice WhatsApp group or maintained/managed by the Practice.

Action	By whom
JAH to set up with members once KG confirmed that all happy for contact details to be shared.	KG/ JAH

Wellbeing Club

Discussion on the resurrection of the Wellbeing Club.

Date: Late April.

Time: Afternoon, perhaps 2.30 – 4.30pm.

Speakers to include Dr Nigel Moody, Richard Todd, Fire Service, Wellbeing Team.

Location: Church Hall, Fremington.

Action	By whom
JAH to confirm Church Hall to ascertain possible dates available late April.	JAH
Once date received, KG to invite organisations listed.	KG

Flu and Covid Clinics

KG gave an overview of the clinics to date, which are Saturday 18th October and Saturday 1st November for both over and under 65's. Covid will be completed for those eligible at the same time. One pt member raised some concerns over the booking process but KG encouraged them to either speak to her after or Reception team about individual concerns. Feedback so far as positive and we have sent the majority

via self booking links with the dedicated flu line for those that do not have mobile listed on their records. KG asked whether the PPG were going to promote themselves and/or attend. Age Concern are planning on attending. After discussions, members agreed they would not physically attend the clinics but could have a board for comments/posters etc. KG said that members would need to provide her with the information they require but she does not have time to complete this for them.

Action	By whom
PPG members to forward any information to print/display for flu/covid clinics	PPG members.

Anima

KG have an overview of a new system called Anima that the practice were using for their document processing. Anima's document processing capabilities streamline workflows in healthcare by automating document management, summarising content and coding where necessary. Based on the content of the document, Anima provides a list of suggested clinical codes to correctly classify the procedures, findings, and current situation. Annie also provides a list of suggested tasks to take action on the document (whether that's assigning a prescription, booking an appointment, or signposting the patient to a suitable local service). This is not for patients but for our workflow and is managed by our scanning team. Patients can see further information on the Practice's Privacy Policy.

There were some questions in relation to recalls and referrals and whether this will impact this, but KG and GI explained they were different processes and Anima at present, is purely for processing incoming documentation.

Some members asked regarding system online and NHS App and Mycare and why didn't they link, unfortunately we have not control over the clinical systems for secondary care and nationally, but KG suggested the NHS App was a popular choice as you can see all your healthcare under this app. There are posters in Reception for any pts wishing to sign up to this service.

Boots – Fremington

Some pt members raised positive feedback re: Boots Fremington and that they are finding their service to be improved. Other pt members have not experienced this. KG informed members that she has regular meetings with boots to iron out any issues each organisation has but she will feed this back to them.

Dr Gemma Isaac

JAH welcomed Dr Gemma Isaac, GP Partner and Dr Isaac gave an overview of her role within the practice. All welcomed Dr Isaac.

Telephone system

Message: One pt member raised that the telephone welcome message was too lengthy. KG explained that they had looked at this when changing the current clinical triage system but there is important information we are required to communicate and the message is now under 2 minutes long (it was over 3 before!) The pt asked why they had to hear it again if phoning back etc, but KG said that our system would not be able to determine if you have called before.

Withheld Number: One pt raised why the Practice has a withhold number but KG/GI explained that we have several phone lines and some are admin lines which would not be appropriate to show. The practice can use non withheld for particular phones that wont accept it if needed.

Future Agenda Items

JAH – Medical Misogyny

Date of next meeting: Wednesday, 14th January 2026 at 5.30pm – 6.30pm at Fremington Medical Centre Downstairs Waiting Room.