



Notes of the PPG meeting approx. 8.00 pm 10th July 2025 by Zoom

Final

Present:

PPG Helen Carter (HC), Bernard Connolly (BC), Becky Collins (BCo), Lyn Davis (LD)
Sandie Helm (SH), Andrew Lewcock (AL), Janet Parker (JP), Tom Thacker (TT).

Practice Dr Carrie Ladd (CL)

Apologies: Julie Mabberley (JM), Rosemary Stickland (RS),

This meeting was held immediately after a talk on the NHS app and using a new zoom tool which used AI to create the meeting minutes, rather than rely on manual notetaking, or audio file transcription.

AI starts here; all the audience agreed to the use of the AI note taking system.

1. Meeting Minutes Review.

The group discussed meeting minutes, with Sandie H presenting Notes from 3rd June, version 5. Carrie Ladd clarified that a problem for AI tools should be handled by Practices directly, via the Admin request or complaint system.

Andrew L agreed to review and shorten the Notes from the 3rd June for website publication, while maintaining key actions and important details. Meeting summaries should focus on actions and proposals rather than detailed reasoning.

2. Practice Updates and Patient Feedback

Carrie provided an update on several practice matters;

CQC reinspection is expected but no communication yet from them.

She welcomed support from locum GPs providing cover for Dr Mabbet on maternity leave and Dr Brimfield on long term leave. A gap year student scheme is working well. There are plans for new lockable notice boards in the atrium. Heidi health AI scribe has been in use at the Practice for a couple of months, and is working well. No patients have objected to its use.

Flu and Covid Vaccination clinics are being planned in October. All patients who qualify for these will be contacted in due course and help with stewarding in October will be appreciated.

The National IPSOS MORI GP survey is due to be published on 11th, and results are pleasing, based on 103 completed forms. 58% describe practice as good or very good.

However, the Practice's own Friends and Family data from April, 63% rated the experience very good, 24% good, and for May, 87 % good or very good, and followed in June by 88% reporting good or very good. The IPSOS MORI survey does not reflect this, and the responses may not be based on recent practice visits.

Carrie emphasised they do welcome complaints when something has gone wrong, but the complaints system is the correct route, not complaining on Facebook. For Patient confidentiality reasons the Practice does not respond to complaints on Facebook. Complaints rate is about one per week.

The Practice has implemented a thankyou cards scheme, some are available on the front desk, for feedback from patients to the Practice, and this also helps improve staff morale.

Bernard asked about the patients Friends and Family survey, Carrie responded that every adult patient who has been seen by the Practice gets a survey message (Carrie did not know the actual response rate) but it is based on recent patient visits/ treatments. In reply to a question Carrie explained they change their capacity for medical requests based on the staffing available on the day, and this is a useful flexibility in AccurX .This then determines when the "No more appointments" message goes up. Patients are encouraged to phone in if they consider it to be an urgent medical issue. She also noted some patients are putting in a form every day !

If lower priority, encouraged to get on the system next day at 8 am. The Practice will also face a contractual change coming in October where they are asked to provide cover for non-urgent queries until 6:30 pm , which will be a struggle.

Appointments are colour coded based on a GP decision including that particular patient's health /co-morbidities.

Red Same day, Amber Same week, Green within 3-4 weeks. All on one line

3. Future Talks

The group discussed plans for a future talk on vaccines, explain what Vaccines are on offer , and why, and to whom. This would be scheduled before this years vaccination campaign.

Two possible dates were Tues 16th or Tues 23rd September with Carrie and two nursing colleagues, Lisa and Caroline, delivering the session. Carrie agreed to confirm a date that works best for all involved.

The group discussed other topics such as the NHS 10 Year Plan, but the delivery chapter of the plan was omitted , so a talk would not be sensible until this was clarified.

4. Systems

Andrew thanked the Practice for website analytics data showing a significant increase in website usage, but refrained from further comment until Kellie had been able to answer the questions. This is work in Progress.

5. SOPA

SOPA has asked for reports, and Carrie asked what SOPA expected to see in the reports. Next meeting at the end of July. Janet will circulate minutes as soon as she has them.

6. Hospital Updates

Bernard and Andrew visited the hospital and reported positive impressions regarding the planned refurbishment, noting that most clinics would remain open during construction. Choice of Contractor is imminent, and work to be completed by end of March 2026. Clinics are still being held there. Andrew offered to send the Presentation with the list of clinics to the meeting.

7. Wantage Town Council

Janet mentioned representing “patients” at the Town Council meetings. She shared information about a possible schools conference on parental support with mental health, following a HOSC investigation into Mental Health and young people. The group discussed several health-related topics, including the potential addition of fluoride to drinking water and the need for better dental care. Carrie reported tooth extraction was the most common operation a child has in the country. Janet reported notes from the town council based a dental questionnaire on Facebook. Defibrillators are very costly to reboot after use. , as well as the importance of rural health inequalities. HOSC has also examined Marmot reports, which are review inequality in health care Provision. HOSC is looking at evidence of rural health inequalities and the NSP has also been asked to submit such evidence. Janet has also been to a presentation and tour of the Hospital and was told there would be a separate entrance for mental health services for young people at the hospital.

Communications.

Andrew reported on the upcoming newsletter, which will include information about vaccination dates and flu clinics. The issue raised last month about costs has been sorted out, Andrew has asked CSP if they have any web analytics on the Page delivering the QR code version of the newsletter so we can gauge what sort of readership the QR code version gets.

Retirement Complex Outreach Planning

Helen discussed outreach efforts to retirement complexes. A lot of work went in to explaining the triage system, NHS app and paperless Prescriptions. Helen reported they had visited four main complexes , Fleur de Lys, Pegasus, Willow Reach, and Betjeman Court, but not Maude House. Lyn has now met with the appointed Warden who agreed to help arrange a meeting. She offered he could help and

would send Helen an email address. Lyn and Helen could follow this up outside the meeting. There are 54 flats in total at this location, but number of residents need confirming. Carrie suggested confirming attendance numbers before scheduling visits, as some previous efforts had low turnout.

8. Aims.

The group also reviewed and approved updated aims for the PPG, with Carrie clarifying that the group's focus should be on practice-level activities rather than explaining entire health system changes. Revised version of aims to go on the PPG noticeboard at Practice.

9. Treasurer's Report and Financial Updates

Helen reported a current balance of £803.82 after presenting cheques from the Health and well-being event, with an expected cheque from Church Street PPG pending.

Sandie expected Gail to get the cheque to Helen, for £262.47p .

Helen mentioned an accidental double payment for Zoom licenses, which Sandie agreed to have signed off, and thanked Helen for getting this done.

Andrew asked if it could be rolled over for another year; Helen would look at this.

Helen reported the need to switch banks due to the closure of the NatWest branch in Abingdon. Helen advised she would be away first 2 weeks in September.

10. AOB

Lyn asked about the room at the front of the Health Centre. Carrie said it had nothing to do with the Practice.

Andrew noted discussed the upcoming axing of NHS quangos, including Oxfordshire Health Watch, scheduled for next year.

Sandie introduced the committee to Judy Gibbon as a possible new member of the Committee.

September Meeting and Vaccine Talk

The committee agreed not to have an August meeting

They discussed scheduling their next meeting, deciding to hold it in September after a talk rather than before or after a joint meeting. Carrie will check availability for September 9th to link the vaccine talk and their group meeting.

Helen asked for plenty of time to get the talk publicised.

Sandie invited Judy to join the committee and would send an email round to everyone to agree.

Actions from the meeting 8.00 pm 10th July 2025 generated by AI, Edited by AL

- **Andrew:** Review and create a shorter version of the meeting minutes for the website while maintaining important information
- **Carrie** Organize the next Zoom talk in September about vaccine schedules and updates
- **Helen:** Set up online banking account before Natwest branch closure in September
- **Andrew:** Start drafting the next newsletter and include information about upcoming vaccination talks
- **Kellie/Abby:** Share the NHS app presentation slides with the practice for posting on the website by Monday
- **Helen:** Share the AI meeting transcript with the team after processing
- **Sandie:** Follow up with Debbie regarding observer participation in future meetings
- **Andrew:** Circulate the hospital presentation with clinic details to all committee members (done)
- **Andrew:** Share simplified website analytics report with the committee (only after reply from Kellie)
- **Janet:** Send a report to the committee after the SOPA meeting at the end of the month
- **Carrie:** Ask Gail to laminate the updated PPG aims and committee list for the notice board.
- **Helen:** Contact Gail regarding the pending Cheque from Church Street Practice for health and wellbeing event expenses
- **Helen:** Contact Zoom support to attempt cancellation of one license or roll over to next year
- **Helen:** Contact Sue Thwaite regarding visit to potential Maude House and Grovelands retirement complexes.
- **Lyn:** Share the warden's email address with Helen for Maude House and Grovelands coordination
- **Sandie:** Send email to committee members regarding Judy's potential co-option
- **Sandie:** Work with Carrie to get the poster sorted out in the next few weeks