

PPG Meeting 23rd September 2025 at Woodley Surgery at 6.30pm

Welcome

Sheena welcomed everyone to the meeting.

Attendance

David, Yasmena, Sheena, Tina, Cara, Charlotte

Apologies for absence

Chris, Kate, Judy, John, Amanda, Viny, Maura

Matters arising

There were no matters arising.

Discussion on Terms of Reference (T.O.R.) and the way forward

Cara and Tina were generally happy with the TOR but wanted to run them by the practice partners and doctors. All agreed this was sensible.

The TOR recommend a GP to attend the PPG; this was not possible on 23 September as 2 partners were away. Rescheduling meetings is still an option but the demand on partner and GP time would be less than one PPG meeting a year and should be manageable.

Report from Parkside Family Practice To include

- 1. Covid /Flu clinic:** the NHS will not allow vaccinations before 1 October 2025, starting with aged 75 and over. The Covid plus Flu clinics are full: 600 appointments have been booked along with 110 housebound patients. The practice decided to revert to evening clinics following complaints about parking difficulties on a Saturday and concerns about patient safety. NHS England will not allow single Covid vaccinations. NHS staff will not automatically receive the vaccinations.

Flu vaccines are available separately and over 65s are booked along with children and pregnant women.

- 2. The lift at Woodley -** It is working but not reliable and the second (non-NHS) lift is now playing up. The facilities manager has secured funding to replace the practice lift. The latest diagnosis is that the motherboard is faulty and the lift will have to be rebuilt.

- 3. How it is working with 3 Managers** - The changes are working well and staff are mostly happy. The new practice manager arrangements have meant that Cara (especially), Tina and Kalsoom have had to adjust and are working longer than contracted hours but this should be resolved soon. A major advantage is that both sites are covered by a member of the practice manager team. The medical staff are very supportive.
- 4. Presence of a Doctor** - In principle this should be agreed with the TOR and any decision on alternating day and evening meeting times.
- 5. Anima and appointment changes** - On 23.6.25 a Statutory Instrument was laid before Parliament to open all avenues of patient access during core hours. For the practice this means both Anima and phone systems being available from 8am to 6.30pm. All Anima enquiries have to be dealt with in these hours on the day. NHS England reasons for the change aren't clear and there are concerns about how this will work for staff and for patients.

The Anima guide is still available and 2 receptionists are designated as Anima Ambassadors and guides. Sheena will raise Anima education with Leaza when they meet.

Dates of future meetings - On return Kate will draw up a schedule of dates for agreement.

Patient Survey 2025 - Decision and outline plan - Sheena will draft an updated version of the survey. Charlotte asked that a section be devoted to personal health care needs and the range of practice services.

The new draft will be tested by the reference group via Kim. 'Go live' is likely to be early in 2026.

Any other relevant business – there was no other business.

Date and venue of next meeting – tbc December 2025.

The meeting closed at 20.40.