Minutes of Patient Participation Group Meeting
Friday 9th October 2026

Present: HC, 2 PPG members in attendance

Introduction

HC welcomed PPG members, thanked P1 for their continued engagement and welcomed our newest member P2. Unfortunately, our other regular attenders were unable to make the meeting but HC to feedback to them and add in any virtual feedback.

1. **GP Patient Survey**

   HC provided PPG members with a summary of the practice's most recent GP Patient Survey results. HC expressed that the practice was extremely pleased with the results, which reflected the hard work, commitment and dedication of the entire staff team.

   HC advised that 93% of patients rated their overall experience of the practice as 'Good', compared with the national average of 77%.

   The lowest scoring area was 'Easy to contact this GP practice using their website', with a result of 50%, compared with the national average of 58%. P1 suggested that this may be influenced by the demographics of the practice population.

   Both P1 and P2 expressed their appreciation for the service provided by the practice and thanked the team for their continued efforts.

2. **AI**

   P1 asked HC whether the practice might consider using AI tools in the future, noting that both P1 and P2 were aware of a neighbouring practice using an AI receptionist.

   HC advised that the practice had been offered the opportunity to use an AI receptionist but had declined. HC confirmed that the practice does not currently use any AI tools and generally does not approve the use of AI software.

   P1 asked whether this approach might change over time with staffing changes. HC reiterated that the practice does not currently engage with AI tools and expressed the hope that this would remain the case for the foreseeable future.

3. **Flu Season**

   P1 shared her experience of attending a clinic where LA/JB administered her vaccination and explained that she had been required to complete a consent form beforehand.

   HC discussed the new guidelines regarding the administration of injections by NA's and HCA's.

Both patients commented that they had not previously appreciated the amount of preparation and background work involved in organising and running a vaccination clinic.

4. PPG Engagement

A discussion took place regarding ways to encourage greater engagement with the PPG and the types of topics patients find most useful and informative.

P1 commented that the PPG noticeboard at the front of the waiting room was not particularly prominent. HC agreed to make amendments to improve its visibility.

It was also suggested that PPG information could be displayed on the Jayex board. HC agreed to arrange this.

The group discussed whether holding a PPG meeting on a Saturday might encourage participation from a wider demographic of patients. HC agreed to schedule the next meeting for a Saturday afternoon to assess whether this would improve attendance. If engagement increased, a Saturday meeting would go ahead; however, if attendance was limited to P1 and P2, the meeting would be re-arranged for a weekday.

Next PPG meeting – TBC