

Patient Participation Group (PPG) Meeting Minutes

Date: Monday 11th August 2025

Time: 7:00pm – onwards

Location: Summerfields Road / MS Teams hybrid meeting

Minute taker: Practice to compile minutes from Teams recording until new secretary appointed

Attendees

Practice Staff: Ben Overd, Julee Moon

Online: Tina Worth, Graham Scott

In Person: David Crozier, Roy Harkness, Peter Clifton, Sue Davis, Jackie Weeks, Heather Philpott, Barry Philpott, John Sanders, Jean Gill, Sara Wayland

Apologies

Karen Whitehead, Jocelyn Hockey, Sylvie Mcewan, Peter Chapple, Laurence James

1. Welcome and Introductions

Meeting opened with welcomes to new members. Introductions made around the table and via Teams call.

2. Apologies / Previous Minutes

No minutes available from the previous meeting (awaiting draft from former secretary). Former secretary has stepped down - PPG is seeking a new volunteer. Practice to circulate a role description for Secretary role.

3. Friends of Ariel Healthcare Facebook Group

Group not affiliated with the practice; set up by former PPG member. Concerns about open membership, upsetting/inaccurate posts, and verification of commenters. Activity low in recent weeks. PPG members advised not to engage. Feedback should be submitted directly to the practice.

4. Recruitment Update

GPs:

Dr Rob Munro - joined June; 4 sessions/week (Thu-Fri), list-holding.

Dr Keir Newsom - joined August; 8 sessions/week (4 days), list-holding in future.

Dr Mohammed ("Mo") - qualifying this week; 6 sessions/week (Mon-Wed), list-holding in future.

Dr Anna Simmons - starting 1st September; 4 sessions/week (Tue-Wed).

Nursing & HCA Team:

Jenny Dexter - former student nurse, now HCA; becomes Practice Nurse in September.

Zoe Wheeler - GPA and phlebotomist; training to be HCA.

Star - T-Level student, now trainee HCA, aiming for paediatric nursing career.

Patient list size: 18,500. Concerns about housing growth without GP consultation.

5. Premises and Capacity Concerns

Discussions ongoing with council and Somerset ICB regarding expansion or new premises. St Mary's lease has 13-14 years remaining. Target: 24-30 clinical rooms. Concerns about lack of consultation on housing/care home developments. Proposal to invite local MP (Adam Dance) to PPG meeting.

6. Seasonal Vaccinations

Flu vaccinations at Crowshute Centre - Tuesdays/Wednesdays in October plus one Saturday for under-65s. Text/letter invites with self-booking link. No COVID vaccinations this year due to capacity and national booking restrictions. COVID vaccinations are available via 119 or national booking system. Discussion around the cost of external venue and flu vaccine

7. Other Practice Updates

Practice Manager Laura starting maternity leave this Friday for 6 months.

KLINIK online access opens 7am-5pm but may close early when urgent capacity is reached. Plans to allow routine requests after urgent slots close. Patients without internet can use reception iPads or staff assistance. Prescription synchronisation issue raised - to be investigated.

8. Any Other Business

Continuity of care discussed - new GP recruitment should improve ability for patients to see the same GP. MP meeting letter to be short and urgent.

9. Actions Agreed

- Circulate Secretary role description to all PPG members - Practice - By next week
- Draft short MP invitation letter - Chair & Ben - This week
- Investigate prescription synchronisation issue - Ben/Prescribing Team - Next meeting
- Provide practice management email address to members - Practice - Tomorrow

10. Date of Next Meeting

Monday 13th October 2025 - Location to be confirmed.

The meeting closed at 8:30pm.