



## **Patient Participation Group (PPG)**

### **Minutes Tue 3<sup>rd</sup> February 2026**

**In attendance:** AW, RB, SH, PD, JC, DM, BF, JB, KC Dr Kelly (GP), Carla Coulson (Deputy Practice Manager)

**Venue:** Main waiting room

**Apologies:** MA, RS, HP, AR, CW, DS, TW, MG

#### **1. Welcome**

CJC welcomed PPG and thanked them for their attendance. Refreshments were made available and the sign in sheet was asked to be completed.

#### **2. April 2025 Action points**

- The waiting room screen cannot be slowed down. However, a slide has been added to let patients know we do have hardcopies available for further information upon request at reception.
- The screen has a slide actively looking for younger members of the practice to join the PPG
- Advertising that Friends and Family is available to complete has been added to waiting room screen.
- RL looked at what proportion of appointments are online v's phone booking and from the sample time frame it showed 50% of appointments were booked online.
- All phlebotomy appointments receive text message reminders rather than just the Enhanced hours booked patients.
- PPG survey results have been added to the website.
- Co PPG meetings CJC informed PPG that due to structural changes within Beverley PCN (Primary Care Network) this is not possible to organise currently but can speak again once changes are in place.
- JC asked why the GPs were reluctant to use video consultations. Dr Kelly advised that telephone and face to face appointments meet patients needs however all GPs are set up to provide video consultation if better suits the patients needs. **Action CJC to speak with the team**

#### **3. Flu Clinic**

The PPG members who volunteered their time at the flu clinic were thanked for their support. CJC read a statement of support that MA asked to be read in his absence. PPG members reiterated the sentiment that patients were pleased with the care and organisation whilst attending the flu clinics. PPG members again offered support for this year's flu campaign. **Action CJC to send expressions of interest nearer the time.**

#### **4. Premises**

- **Ramp access and railings** have been installed to the front of the building for improved access to those with mobility aids or pushchairs. PPG agreed this has been an improvement.
- **Patient car park-** to maximise capacity RL has reconfigured the car park and has repainted the white lines to allow a turning circle and access for ambulances.
- JC suggested as parking is limited if a barrier could be installed and a code is issued to patients attending with young children or disabilities. PPG advised this is not required and patients of the practice are aware that parking is limited but a public car park is available on Grayburn Lane.

- JB advised that a designated disabled parking place could be viable. **Action CJC to speak with RL.**
- **Signage** new direction signs have been fitted to interior and exterior of the flat and annexe.

5. **Cloud Based Telephony** the new telephone system was installed in October. This now means patients are given a queue position and the option to receive a call back. This has received a lot of positive feedback from callers and the PPG shared that their experiences have also been positive.

#### 6. **PPG suggestions and Questions**

- JB thanked the practice for the care he and his family have received.
- JB asked what care was in place for patients with Dementia. Dr Kelly advised the practice undertakes yearly Dementia reviews to assess physical, emotional and social factors in their care. CJC identified that reception team are aware when booking appointments for Dementia patients to try and work around a time that's best for them i.e. if they are more receptive in the morning or afternoon and try to keep the patient wait times to a minimum to prevent any undue distress.
- BF thanked the team for their efforts and asked where the future of the practice was heading and if we were considering AI support. Dr Kelly identified that the practice is aware of the future and steps in place to ensure succession of clinical and administrative team to follow the core values of The Old Fire Station Surgery. Dr Kelly then advised that AI has its place but is not a replacement for good patient care or a human overview which is still required even when using AI.
- PD asked if the practice was aware of any over prescribed medications following recent publications in the News. Dr Kelly advised that medicine management advise the costing per patient for medication and offer alternatives, however the doctors will go with what is the best option for the patients rather than a cheaper alternative. CJC also advised there had been Facebook posts following recent NHS campaign to prevent waste of NHS prescriptions.
- KC asked what the practice was doing that was working so well. Dr Kelly advised the practice offers traditional general medicine and owns a problem that a patient presents with and takes a holistic view into consideration, not limiting to one problem per appointment.
- JB after the meeting advised contacting the local schools to display their artwork on the bare walls. **Action CJC to speak to the Partners.**

PPG were thanked for their time and input.

**Meeting closed.**