


Archway Surgery
Patient Participation Group (PPG)
Tuesday 15th of July 2025

Minutes

1.	Present: JW, JH and DPT Apologies: TB	
2.	Welcome and Introductions: DPT and JH welcomed JW. Although one attendee, her presence was greatly appreciated, and we discussed our hope to engage more patients and carers.	
3.	List size: Archway's list size has been steadily growing and currently has 2877 registered patients. The list size will continue to be monitored by the management team.	
4.	Patient Survey report: DPT and JH presented the recent patient survey  GPPS_2025_GP_Info graphic_PUBLIC_E82 report. Key results were explained, including areas of success and those identified for improvement. The surgery performed well and was above the local averages in nearly every indicator. JW commended the survey results, noting they were particularly good and above the national average. She added that she has never experienced any issues with the team and has always found them helpful. JH shared that an internal patient survey is currently being conducted. QR codes linking to the survey have been displayed in the reception and waiting areas JW supported this initiative, noting that QR codes are an effective way to engage younger patients. https://forms.office.com/e/5HawL8i9sf	

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	Actions: <ol style="list-style-type: none"> 1. Monitor responses. 2. Formulate an action. 3. Share with PPG/Patients 4. Share updates on updated plan and progress. 	
5.	Staffing and updates: Staffing Update <p>Judy (JE) joined the team on 1st May 2025 as a Medical Receptionist/Administrator. Judy comes with a wealth of experience and is a terrific addition to the team.</p> Sickness Absence <p>Danielle our GP Assistant (GPA) has been off sick since the second week of May.</p> <p>The team discussed how to manage patients requiring blood tests during her absence and the following was shared at the meeting:</p> <ul style="list-style-type: none"> ○ Non-urgent blood tests - patients are being encouraged to attend the hospital. ○ Urgent bloods for vulnerable patients - Nurse Ann will do. <p>Afternote: Throughout August, Nurse Ann has added additional hours to help with demand.</p>	
6.	Complaints <p>There have been 2 complaints since the last meeting:</p> <p>ARCH032 and ARCH033 – a brief overview of both anonymised complaints was discussed, the actions taken, and lessons learned from both were shared.</p>	
7.	Premises: <p>Although the quality of service is most important there was discussion</p>	

JH – Jaya Hanumanthu Practice Manager, DPT – Diane Taylor Operations Manager, Patients are referenced by initials only.

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	<p>regarding the need to update the premises particularly the waiting area.</p> <p>DT and JH briefly shared the intention to modernise the waiting area and clinical rooms.</p>	
8.	<p>PPG Feedback:</p> <p>JW shared that her experience with the practice has always been positive and never had any problems with the staff or the services she received.</p>	
9.	<p>Future Meetings:</p> <p>Next meeting to be held in October 2025, date to be confirmed.</p>	
10.	<p>AOB:</p> <p>Flu clinics:</p> <p>There was a brief discussion regarding the upcoming flu clinics and how they will be setup. Patients will be notified of the flu vaccination dates and times via varying means including SMS, the website and leaflets.</p> <p>JW and DT suggested it may be helpful to offer flu vaccinations to eligible patients attending the next PPG meeting in October.</p> <p>JW queried why COVID vaccinations are not offered at the surgery. In response JH and DPT advised as we are a small surgery with limited fridge space, we are unable to store the COVID vaccinations in addition to the Flu, Pneumococcal and childhood vaccinations. Also, due to the pack quantities and short shelf life we would have too much wastage. In addition, we have limited nursing and must ensure chronic disease management and wound dressing continues during the flu season. The vaccination team comprises of, Nurse Anne, Danielle and Jaya.</p> <p>NHS App</p> <p>Discussion took place regarding patients access to the NHS App highlighting the benefits of viewing test results and ordering repeat prescriptions online. Patients can obtain log in details for Patient Access which will enable them to also see their medical record by coming into the surgery with the identification. The admin team will give them the necessary login details and passwords.</p> <p>Patients can also see appointments in secondary care and over time more will be come available on the App.</p>	