

Whiteacres Medical Centre

Patient Participation Group Meeting Minutes

Date: Friday 15th August 2025 at 13:00

Attendees: Dr Philip 'Phil' Thompson (GP Managing Partner) & Chelsea Beattie (Administrator)

Patient Participation Group (PPG Members): 4 members in attendance. Names will not be listed.

Welcome and Introductions

Phil welcomed the randomly selected PPG meeting group members. Everyone went round the room and introduced themselves to the rest of the group. Dr Thompson asked if we could trial Accurx Scribe during the meeting. Stated that he has been trialling Accurx Scribe for minute-taking and potential use in consultations with patient consent. Dr Thompson emphasised that it is registered as a medical device, its data protection compliance and efficiency in reducing administrative burden. The members verbally consented that they were happy for Accurx scribe to be used during the meeting.

Item 1- Check-in Screens Location

What we said

The operations manager has been thinking of how to make the check in-screens to improve visibility and accessibility in reception with changing location.

What you said

The PPG discussed relocating the check in screens check-in screens. Concerns were raised about maintaining privacy and avoiding congestion near reception. Suggestions included using barriers to funnel patients past the screens and adding signage to guide usage.

What we will do

We will trial the use of barriers to funnel patient patients towards the check in screens to see if this will improve self-check in in addition adding signage to minimise congestion at the reception desk.

Item 2 - Patient Pod

What we said

Admin staff have proposed to create a patient pod, a private space in reception for tasks such as signing up for the NHS app, using the triage system, or submitting prescription requests. Felt that this could be a member of staff at allocated times to provide this service.

What you said

The PPG stated that it was a good idea to improve accessibility and data privacy for patients. Potential integration with patient records was discussed.

What we will do

[Look at options and staff capacity to facilitate a Patient Pod.](#)

Item 3 - Practice Leaflet Distribution

What we said

During the last PPG Meeting it was suggested that a batch message was sent with the new and improved practice leaflet by email.

What you said

The PPG suggested that distributing the practice leaflet via email could increase the surgeries carbon footprint. The PPG suggested to embed a link in appointment reminder texts.

What we will do

Challenges with text character limits and sustainability considerations were noted. Updates on energy-efficient lighting upgrades and plans to appoint a sustainability champion within the practice.

[Trial adding the link to future appointment reminders. Develop a batch email communication system for patients without mobile phones as an alternative to text messaging.](#)

Item 4 – Open to the Room

Flu Vaccination Programme: Review of the flu vaccination programme, including efficient clinic planning and capacity management. Discussion on changes to vaccination timelines due to national guidelines.

Third Party Text Messaging Systems:

What you said

Concerns raised about third-party text messaging systems like "Doctor Doctor" and their legitimacy. Suggestions included creating a website section listing approved messaging providers for patient clarity.

What we will do

Dr Thompson stated that he will bring this up in the next PCN Meeting and the ICB to see if a list has been created of third-party companies that Herefordshire and Worcestershire use. Stating it may be more difficult to find out what third-party companies out of area hospitals utilise contacting patients.

Pharmacy Check-up Service: Feedback on the practice pharmacist's review process for certain medications. Suggestions to improve pharmacists' access to patient context during reviews.

Website Updates:

What you said

Recommendations to enhance the website with FAQs especially with PPG minutes, as the members are unsure what has been covered, new developments, and updates at least twice weekly.

What we will do

Dr Thompson stated that the surgery will endeavour to add updates onto the website news page regularly and to add a FAQ page for the PPG Meetings. Discussion on avoiding social media platforms for communication.

Accessibility Features:

What you said

Proposal to explore dictation functionality for online triage forms, to support patients with neurodivergence, arthritis, or tremors.

What we will do

Dr Thompson stated that they will get in touch with Accurx to see if this is a dictation functionality could add to the triage form.

PPG Feedback: Positive feedback from attendees on the practice's communication methods, services, and overall management. Suggestions to continue fostering patient-practice partnerships.

