

# Whiteacres Medical Centre

## Patient Participation Group (PPG) Meeting Minutes

**Date: Wednesday 19<sup>th</sup> November 2025 at 13:00**

**Attendees:** Dr James Lavin (Senior Partner) & Chelsea Beattie (Administrator)

**Patient Participation Group (PPG Members):** 5 members in attendance. Names will not be listed.

### Welcome and Introductions

Dr J. Lavin welcomed the randomly selected PPG members. Everyone went round the room and introduced themselves to the rest of the group. Chelsea advised members on the location of the tea and coffee facilities, toilet facilities and what to do in case of a fire.

Dr J. Lavin stated that the reason for the changes to triage system is due to changes to the GP contracts.

### **Item 1 – Amended Practice Leaflet**

[What we did: Improve and update the surgery's leaflet then upload it onto the website.](#)

Chelsea explained that Dr Thompson has amended the surgery website to reflect the changes to the GP contract. These changes have now been transferred to the practice leaflet. Chelsea asked for feedback about the leaflet and how the surgery could make it easier for patients to understand.

[What you said:](#)

- [Members stated that the leaflet needed to explain what triage is and how to get an appointment.](#)
- [Members asked if an example of what a health concern, admin query and routine care appointment is.](#)
- [Members stated that from the leaflet they are unsure what the doctors' interests are, so they can request this in a triage form.](#)
- [Members suggested that there isn't an option for feedback for improvement, when somethings isn't a complaint or a compliment](#)

- Members state that the leaflet is very useful and explains everything you need to know.

What we did:

Make advised triage amendments to the practice leaflet.

Update the list of doctors' interests in the practice leaflet.

An option for feedback has been provided on the practice leaflet.

### **Item 2 – Appointment Page Feedback**

Chelsea explained that Dr Thompson has amended the surgery website to reflect the changes to the GP contract. Compared to the practice leaflet, the leaflet is very condensed, and the website has a lot more information. The surgery just wanted feedback and if the information is easily understood and if the PPG had any comments on how we could improve this page?

What you said:

Members did not feel that this needed improving.

What we did:

No further action required.

### **Item 3 – PPG Meeting previously covered agenda items website page**

Chelsea explained that during the previous PPG meeting, the members suggested that a separate 'FAQ' page was created so the members could follow what areas have been discussed and when. The

What you said:

Members did not feel that this needed improving.

What we did:

No further action required.

#### **Item 4 – CQC Visit**

Dr J. Lavin discussed the surgery's recent CQC inspection. Dr J. Lavin stated that the CQC is like OFSTEAD for health services. The CQC only inspects healthcare establishments if any serious complaints are raised. The surgery has not been inspected in 9 years, so we were due a general inspection. Dr J. Lavin stated that the inspection went well and were very complimentary about the practice. Dr J. Lavin stated that the only areas that they brought up were infection control with the chairs and how we clean them and the groat between the tiles. Dr J. Lavin thanked the PPG, as some of the previous meetings' members came in to speak to the PPG about the surgery. The surgery should have the official results of this around Christmas.

#### **Item 5 – Open to the room**

##### **NHS App**

##### **What you said:**

PPG members stated that they and a lot of other patients are having difficulties setting up and using the NHS.

One of the PPG members suggested contacting Age UK's digital inclusion Team

##### **What we did:**

The surgery contacted Age UKs digital inclusion team who advised that they hold drop-in sessions every Thursday at Malvern Library from 10am to 12pm.

The surgery has asked Age UK if they could hold a drop-in session in the surgery, so hopefully we can try and arrange this for the new year.