

Whiteacres Medical Centre

Patient Participation Group (PPG) Meeting Minutes

Date: Thursday 12th February 2026 10:00-11:00

Attendees: Dr. Thomas Daniel (GP Partner) & Chelsea Beattie (Administrator)

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

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

Dr. Daniel stated that we would like to use Accurx Scribe during the meeting. Accurx Scribe has been trialed for minute-taking and use in GP consultations with patient consent. It is registered as a medical device, its data protection compliance and efficiency in reducing administrative burden. PPG Members verbally consented that they are happy for Accurx scribe to be used during the meeting.

1. Phone Line Feedback

a.Phone Line Introduction Message

What we said:

Chelsea explained that the surgery had feedback that the surgery phone line introduction message was too long and asked what the surgery could do to improve this. The PPG members had not heard the message recently as they actively utilise patient triage.

What you said:

The members listened to the message on the phone line system, the members concluded that it was short, distinct and clear, and did not need further improvement.

What we will do: No action required.

b.Phone Line Wait Times & Experience

What we said:

Dr Daniel stated that due to the surgery's older demographic that the surgery is trying to promote patient accessibility. Chelsea asked the members experience of their wait times and experience on the phone line.

What you said:

Members stated that they didn't tend to call but they have had a good response when speaking to staff.

The PPG stated that people still like to talk to people and are glad that we have still have a phone line facility for the older generation who cannot go online and use triage.

What we will do: No action required.

2.Check & Cancel Appointments Phonenumber Facility Feedback

What we said:

Would the ability to have an option on the phone line to check and cancel appointments be useful?

What you said:

Members stated that they can check their appointments on the NHS App and get appointment reminders on their mobiles where they can cancel their appointments. PPG members felt that this wouldn't be necessary and would make the phone line message longer. Members stated that if someone can't use link via text or the app, they would call the surgery.

What we will do: No action required.

3.NHS App Drop-in Sessions with Age UK at Whiteacres

What we said:

Chelsea explained that during the last PPG meeting it was identified by members that patients are still struggling with setting up and using the NHS App. A member of the PPG suggested for the surgery to contact Age UK's digital inclusion team. The surgery has gotten in touch with Age UK to set up an NHS App drop-in session at Whiteacres Medical Centre and hopefully this will be discussed further with Age UK tomorrow to arrange a drop-in session.

How can we best assess the demand so we can accommodate?

What you said:

Advertise the NHS app drop-in session locally through posters and TV call-in screens in the surgery.

What we will do:

Advertise the NHS app drop-in session locally through posters, TV call-in screens in the surgery and collaboration with Age UK, social prescribers, and local groups.

Dr. Daniel stated that it may be beneficial to advertise the drop in-session during the Spring Covid Booster Clinics (April) in 3 months' time to assess interest/demand. Explore the feasibility of scheduling the NHS app drop-in session on a Saturday Spring Covid Booster Clinic or during the week based on Age UK's input tomorrow.

4.Open to the Room

What you said:

Members stated that they have had challenges with continuity of care when trying to secure appointments with their preferred clinician and/or when a clinician stated they need a follow-up appointment with them. Members would like clarification upon the process. As they are unsure if something has been booked with the clinician or if they need to complete a further triage form.

What we will do:

Dr Daniel stated that each clinician will have their own follow up process but ideally if a clinician would like a patient to speak to them specifically, they have purple follow-up slots that can be used.

Dr Daniel will communicate with the rest of the GPs to ensure follow-up are clearly communicated and facilitated by clinicians when required.

What you said:

Members asked if one of the GPs are the practice manger. Dr Daniel stated that Dr Thompson is the managing partner, which unfortunately impacts upon the amount of patient facing time he has with patients. A member asked if we have much involvement in the national screening programmes. Dr Daniel stated that we are actively involved in cervical smear recalls, QoF recalls and annual mental health and Learning disability reviews.

Dr Daniel stated that Dr Thompson puts a lot of time into many areas of the practice including Quality and Outcomes Framework (QOF) targets, including hypertension management and preventative medicine initiatives.

The PPG asked if the surgery's philosophy is based upon meeting these targets, Dr Daniel stated that although these are targets and they are areas we need to monitor, we need to meet so we can pay staff and keep the lights on. It doesn't take away that the patients and their care is at the centre of everything we do.

What you said:

Members asked if the PPG was selected due to their age. Dr Daniel stated that Whiteacres has strived for our PPG to be a representation of the patients we care for with different demographics and backgrounds. This has varied since our PPG was founded. The PPG stated that it would be nice to hear the views and experiences of younger people.

What we will do:

Exploration of demographic diversity within the PPG to ensure representation across age groups and genders.

Dr Daniel acknowledged the PPG's contributions to the Care Quality Commission (CQC) inspection. Agreement to circulate CQC reports to PPG members.