



Patient Participation Group Meeting

Venue: Bridge Surgery

Date: Thursday 25th September 2025

Time: 16:30 – 18:00

1. Welcome and Introductions - JD opened the meeting and introduced Jo (Reception Manager) and Denise (Admin Manager) who were attending on behalf of Julie (Business Manager) who was on holiday.

a. Attendees: Jan (JD) Chair, Val (VB) Secretary, David (DM), Carole (CR) Melissa (MP), Jo and Denise

b. Apologies: Julie (JB), Kerry (KB), Robert (RW) and Julie (JF)

2. About the PPG

a. The Patient Participation Group is a group of patients that come together once a quarter to discuss how we can improve access to the surgery and to ensure our patients are communicated to with changes quickly and effectively.

3. Previous actions/comments

See below.

4. Update from Practice

a. MLW has now commenced adoption leave and will be away from his post for several months. In the meantime, Julie, Jo and Denise are covering the essential duties of his role.

b. Nurse Clare Orton is now a permanent member of the nursing team following her graduation from her GPN (General Practice Nurse) university course. Nurse Debbie Murphy has graduated from a similar GPN course and will join the team this month.

Helena Lynch has completed her ARTP (Association for Respiratory Technology & Physiology) qualification and is now on the National Spirometry Register. Therefore, spirometry can now be



undertaken at the surgery, rather than being referred on. Like other in-house specialisms, this will be on a limited number of appointments available by direct referral from the GP.

One receptionist has now returned from Maternity leave and a further new receptionist will join the team this month.

Two new F2 (foundation doctors who are qualified but undertaking various placements to gain experience) have joined for four months together with an ST3 doctor (speciality training).

- c. Total Triage went live on 7th July 2025. JF had provided some data on the first two months and the majority of this had shown mostly positive feedback. For this period just under 5000 triage requests were received, of which 69% were medical and 31% were admin.
- d. There still seems to be some confusion about requesting appointments and what was available. The NHS app seems to differ slightly to the website. Jo will look into SystmOnline.

5. Updates from PPG members

- a. CR and DM have both attended various East Staffs meetings. MP had attended the “Find out More” event held at Branston Golf Club. She had found the scope of information available quite interesting and asked if some of the leaflets and guidance notes could be made available to patients in reception, particularly in respect of Dementia care. It was agreed that sometimes too much information can be confusing or even overlooked by patients and that hopefully, the clinicians are aware of everything that is available for an individual’s needs.
- b. A discussion took place in respect of the PPG ‘Meet the Patient’ sessions. Sessions held since the last PPG meeting had received varying numbers. Some sessions were fairly quiet, particularly if these coincided with a staff meeting. The next dates will be Tuesday 28th October between 10am and 12pm and Tuesday 18th November between 10am and 12pm. Results will then be



compared with previous afternoon sessions. JD to contact the group for further volunteers for these dates.

CR noted that the Tutbury Practice operate in a different way and have sent out Feedback forms to patients, instead of having them completed in the waiting area. They had received a very good response to this and it may be something Bridge Surgery considers in the future.

CR had also received information in respect of the University of Derby and Burton hospitals PPG meetings. These will be held via TEAMS meetings and new members are welcome. CR to send out further information. The next meeting is on 13th November at 17:30.

The pain management and blood pressure session held at Shobnall in the summer had received some negative feedback. Mostly due to lack of organisation.

6. A.O.B

- a. There seems to have been confusion in respect to the Covid booster and winter flu vaccinations. Information sent out had inferred that both boosters would be available to anyone receiving the invite, whereas, only certain age groups and vulnerable groups will be eligible for the Covid booster this year.

- b. The surgery will be holding a Macmillan coffee morning again on Thursday 16th October between 10:00 and 12:00.

7. Date of the next meeting: Thursday 11th December 2025 (16:30-18:00)