

Painswick Patient Participation Group full meeting

3.30-5.00pm Tuesday 30 September 2025 at the Surgery



Present PPG members: David Perry (DP), Brian Painting (BP), Charlotte Tempest (CT), Bill Summerskill (BS), John Finney (JF), Peter Morse (PM) Christine West (CW), David Gratton (DG), Jo Richardson (JR), Apologies: Veronika Duffield-Valekova (VDV), Neena Buntwal (NB) Practice Staff: Jenny Valley (JV), Mandie Hayden (MH), Apologies Dr Rhys Evans (RE) Guest: Gary Luff, Stroud DC & GCC local Cllr

Minutes

1. 'Current Arrangements for Public Health', visiting speaker:
Claire Proctor, Ass't Director, GCC Public Health & Communities Hub
The group was pleased to welcome Claire Proctor from the GCC Public Health and Communities Hub who helped us understand more about the revised Public Health national agencies and local provision.
 - *More info in eMail bulletin & Powerpoint presentation available*
2. Patient Survey results DP
Headline figures presented by DP.
 - 65% of respondents found it easy to get through to the GP by phone*
 - 62% of respondents found it easy to get through to the GP online*
 - 45% of respondents found it easy to get through to the GP via NHS app*

Drop in percentage on last year for phone and online access – both have suffered because of

 - A) the new telephone system*
 - B) less staff for economic reasons*
 - C) increase in patient demand*

JF/DG raised challenges around the IVR (interactive Voice Response) citing evidence that this is affecting approval ratings

JV: Practice is reviewing the process

BS: Is there an opportunity to choose a less “off-putting voice”

JV: will investigate

JR: personal experience of waiting 50 mins as Caller #1 in queue –

JV expressed surprise as this is anomalous

CT: noted a correlation between falling phone response rates and increased call volumes as being part cause of the downward trend in the scoring
3. Gloucs PPGs update BP

BP shared details of ongoing surveys shared by PPG network and details of the last PPG network meeting :

- “Patient stories” - a request for experiences affected by communication between professionals or services: <https://getinvolved.glos.nhs.uk/5763/widgets/23226/documents/92136>
- Gloucestershire Digital Infrastructure and Inclusion strategy presentation: <https://getinvolved.glos.nhs.uk/5763/widgets/23226/documents/92134>
- NHS Digital Update: <https://getinvolved.glos.nhs.uk/5763/widgets/23226/documents/92133>
- Update on NHS Gloucestershire ICB changes:
- <https://getinvolved.glos.nhs.uk/5763/widgets/23226/documents/92137>

You are invited to share your experiences and views through the following questionnaires. Please share these with members of your PPG, your GP practice, and through your community:

- Have you or a loved one experienced NHS health or social care where the way information was shared - or not shared - made a real difference? We're looking for stories where communication between professionals or services affected your experience - whether it helped avoid delays and confusion, or caused problems like repeated tests, telling your story multiple times, or unsafe care. You can share your story in a way that feels comfortable - via this questionnaire <https://www.smartsurvey.co.uk/s/Sharinginformation/> (which includes the option to upload a voice note, or video) or by email.
- Gloucestershire County Council is developing a new Digital Infrastructure, Inclusion and Innovation Strategy. The Council is inviting residents, businesses, and community groups to share their views. The draft strategy and questionnaire can be found via this link: [Digital Infrastructure, Inclusion and Innovation Strategy and Engagement | Have Your Say Gloucestershire](#) The consultation closes at 9am on 20 October

There is an NHS App User Feedback Panel, which is currently recruiting new members. More information is available via this link: <https://www.nhs.uk/nhs-app/nhs-app-user-feedback-panel/>

- Information about accessing patient records through the NHS App is available via this link: [Access to patient records through the NHS App - NHS Transformation Directorate](#)
- Online help and support with the NHS App is available here: <https://www.nhs.uk/nhs-app/nhs-app-help-and-support/>
- There are a number of videos on YouTube to help with accessing the NHS App:
 - How to register for the NHS App (with Photo ID): <https://www.youtube.com/watch?v=9UemelvVLXk>

- How to register for the NHS App (without photo ID): <https://www.youtube.com/watch?v=8KY2qKcA69M>
- A 10-minute overview of the app (note: this video is unlisted on YouTube, so can only be found with this direct link): <https://www.youtube.com/watch?v=PgxPiHb3OMQ>
- Walkthrough videos: There is a 60 second video for each NHS app feature: <https://digital.nhs.uk/services/nhs-app/toolkit/walk-through-videos>
- Information about contacting the NHS Gloucestershire Patient Advice and Liaison Service, a confidential service that provides information advice and support for patients, families and carers: <https://www.nhsglos.nhs.uk/have-your-say/your-experience/pals-feedback-and-enquiries/>
- Links to the Aspen PPG blog <https://aspenppg.blogspot.com/> and Romney House PPG blog <https://romneyhouseppg.wordpress.com/author/romneyppg/>
- Link to the Gloucestershire PPG Network webpage: <https://getinvolved.glos.nhs.uk/ppg-network>
- Link to the announcement of the chair of the NHS Integrated Care Board cluster <https://www.nhsglos.nhs.uk/news/dr-jeff-farrar-appointed-nhs-integrated-care-board-cluster-chair/>

Concerns raised by the PPG about the Digital strategy being primarily business focused and therefore of little use to individuals

Concerns raised by PPG on broadband coverage and wifi blind spots in response to Gloucestershire strategy

- Cllr Luff suggested writing to him directly if there were specific concerns around digital access

4. Practice manager update

JV

Practice currently fully staffed as of date of meeting

Dr Albright is on maternity leave and being covered by multiple locums – 3 in blocks Drs Li, Scott and Bhargava.

PPG requested if these names can be shared – JV assented

Latest admin recruit is Debbie, now 2 months in and settled in

Main focus for October is for the Covid and Winter Flu clinics starting w/c 4/10

DP flagged to group ongoing shortage of volunteers – as a result further amendments to volunteers and rotas agreed

5. Senior Partner report

RE

No report from RE

DP stressed his concerns about not having a GP present as was the second consecutive meeting when this occurred and this had previously seriously undermined the value of the PPG

JV agreed to pass on feedback

BP asked how do we get this concern raised directly

DP – confident that RE will respond directly

6. NHS App – progress on training NB (in absentia)

DP shared NB report on Friday Club responses highlighting four key areas cited as basic problems providing a challenge for NHS App uptake:

- Wifi Access*
- Smartphone understanding*
- Older technology compatibility*
- Lack of confidence*

All of which need to be addressed to support Digital Inclusion initiatives and 10 year plan shifts (analogue to Digital)

DP raised a flag around the “levels of security required” and noted that the PPG is ahead of the game locally in trying to develop the understanding around where blockers are to NHS App adoption

7. New arrangements for Finance Management JR

Report received from JR – a new Joint Account has been opened at Lloyds Bank – account holders JR And DP, and all PPG funds are secured therein £485.87 held in credit at present

JR will write up a brief account of what has happened to get us to this point and share with the PPG

8. Members’ contributions to the Beacon & eMail bulletins DP/BS

BP offered to support DP

DP thanked BS for his recent contribution

9. Matters arising not covered by the agenda:

a) Responses to our Beacon request for comments from patients

DP – two responses received so far in relation to a) the length of the initial phone message on connecting and a patient’s a delay in authorising an LPA

b) Practice charity – DP membership

DP to become a member - outstanding action on JV to resolve