

Meeting minutes Wychbury PPG 27/04/2026

Attendees: Sarah Reid, Lesley Jeynes Bates, David Whyley, Mavis Goldsby, Sandra Doherty, Chris Read

Apologies / attendance updates: Apologies received from Sue Richins. S. Yates has resigned.

Key updates: Newsletter not yet published; shared with Tracy for finalising and expected within the next couple of weeks.

AGM & NHS App / website workshop (11th, 6:30pm): Agreed to proceed with holding an AGM (seen as useful focus/engagement, despite not being strictly required). Event capacity at Cradley Road Surgery limited to ~20 due to space/parking.

Promotion & registration: Flyers available at the practice (e.g., prescription table/reception) and across all three surgeries. Plan to promote via Facebook and the practice website/PPG page. QR code posters may be enlarged (e.g., A3) for reception/pharmacy; note some patients may not know how to use QR codes. First 20 respondents to be contacted and issued confirmation/tickets; consider sending clearer “what to expect” info to registrants.

Draft agenda (time-boxed, ~1 hour): Welcome and brief overview/short written report (~5 mins) → Q&A/discussion (time-limited, ~10–15 mins) → NHS App presentation (Tracy Jones, Primary Care Digital Support) → optional 1:1 setup/support after the main session.

Logistics: No refreshments for this first event. Room layout likely with chairs facing reception desk/screen; suggested front attendees include David, Chair, Dr Coates and Sarah. Idea to have members mingle with lanyards; consider offering quiet area near the **blood pressure machine for 1:1 help (without taking passwords)**.

Discussion points / risks: Expect questions on continuity and prescriptions/appointments. Noted some patients have confidentiality concerns about the NHS App; emphasise choice and that uptake varies by demographic. Digital inclusion support discussed (loaned/gifted devices/dongles subject to criteria) as a safety net for those without access.

Future item (not for AGM agenda): “Heidi” (H-E-I-D-I) consultation-recording/transcription software discussed. Consent is requested each consultation; recordings deleted after 24 hours; governance/clinical safety checks in place. Agreed it may be worth separate communications work, so patients are not surprised when asked.

Actions:

- Tracy to finalise and publish the newsletter within the next couple of weeks.
- Continue distributing flyers at all sites; ensure reception teams are aware and can direct patients to sign-up forms.

- Create/display enlarged QR-code posters in reception and (if possible) pharmacy; add brief event details online to supplement posters.
- Publish event details on Facebook and the practice website/PPG page (cover to be done by Sarah while Tracy is on leave).
- Contact the first ~20 sign-ups, confirm attendance/tickets, and share “what to expect” information.
- Agree chairing/Q&A approach and identify panel roles (e.g., app—Tracy Jones; practice—Dr Coates; PPG—Chair/David).
- PPG members to optionally visit waiting rooms (with lanyards) to explain the event; notify Leslie/reception in advance of visits.
- Plan separate patient communications about Heidi/consultation recording and consent.

David Whyley – Vice Chair 3/05/2026