

PPG Meeting – 08.05.2026 12pm

Attendees- A Castle Practice Manager & A Whitehead Admin

Members – MT, TA, SW

Amanda welcomed everyone and apologies were sent from members JH, AT, HB, JW

AC- The new build has now been completed; we are very happy with the new spaces that have been created. We are utilising the space we have better. We are just awaiting the new reception screen to be put back up.

TA- What ventilation do you have in the new downstairs waiting room?

AC- We have the reception doors that open and when the new consulting rooms are not being used, we can open the windows in the rooms and leave doors open.

TA- Just concerned about the germs and COVID still being around.

AC- We unfortunately did not get the contact for bluebell; Mill Road Surgery won the bid for Bluebell and will now be taking them over.

MT- Why cannot all surgeries work together?

AC- Saturday clinics and evening clinics allow us to book patients into different surgeries in our PCN.

SW- discussed briefly on the new Neighbourhood scheme

AC- – we do not know what is happening at the moment, but we will let patient know when/if we get more information.

TA- Will Bluebell surgery have a new name

AC- The name will remain the same

TA- How many patients do you have?

AC- approx 8,000 we are trying to increase our boundary and we have contacted the ICB about it.

We also have a high demand on the new triage system and being open from 8-6:30.

TA- Is OOH & 111 available when the surgery is closed is that who we go too?

AC- Yes 111 & OOH you can contact when the surgery is closed.

TA- OOH & 111 are very quick better than waiting in UTC.

SW- Are they able to help find pharmacies who have the medication in stock?

TA- Yes they can

MT- I'm having some issues with my medication and trying to find a pharmacy who have it in stock.

AC- 111 can help locate a pharmacy with the medication.

TA- Maybe a poster is needed on the information board for the 111 service to inform patients of what they can help with.

SW- Do you have any leaflets for information for carers?

AW- We have recently reached out to a support for carers company. They have brought in some information on groups they offer and we have leaflets for patients on this in the waiting room.

SW- Does the surgery use AI?

AC- We do not really use AI, however we are looking into AI scribe which is when GP can talk and it will write the notes for them which will save consultation time.

We do also use a system called abtrace to see what our patients are due e.g blood tests and blood pressures.

MT- What is the RSV vaccine?

AC- It is vaccine that helps protect against infection with RSV which is a common virus that can make babies and older adults seriously ill. It is for for patients over a certain age and pregnant women; the vaccine in pregnant woman according to the government has brought down the number of babies contracting RSV by 85%.

MT – It is sad to hear how many patients abuse the staff at the surgery, when I believe you are all doing an amazing job.

AC- can be hard sometimes for the staff but we all just try to do the best we can for our patients.

AC – Does anyone else have any questions?

AC- Mandy thanked everyone for attending and offered to show the members the new rooms that we have just had built/refurbished.

Next meeting will be July – date TBA.