

# TIPTREE MEDICAL CENTRE

## PATIENT PARTICIPATION GROUP MINUTES

**Location** : Tiptree Medical Centre  
**Date** : 27/02/2025  
**Time** : 12.30pm  
**Chair** : Caroline Strange

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### Attendees:

**Group Members:** Carol Backhouse, Carol Wastell, Margaret Chambers, Janet Brazier, Chris Brazier, Christine Pleasance, Vivienne Talbot, Karen Dalby, Caroline Strange, Mike Bonner

**Surgery Representatives:** Annette Bloomfield, Jason Crouch, Michaela Bowers and Jessica Avery

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### Welcome and Apologies:

Apologies were received from Michelle Olley, Valerie Lock, Derry Godden.

### Introductions:

Formal introductions were made and the register was passed around, PPG chair Valerie Lock could not make today so Deputy Chair Caroline Strange said she would chair today, Jessica Avery (Care Coordinator) took minutes of today's meeting.

### Approval of the minutes at the previous meeting:

Minutes from previous meeting were circulated amongst members via email and everyone approved these.

### Matters arising from the last meeting:

No matters arising from last meeting.

### Meet the team:

Unfortunately, our new reception supervisor Emma Reeve is unable to join us today due to staff shortages and being busy covering lunch breaks, apologies made she is hoping to join at a later date.

### **Items for discussion:**

NHS App – Jessica passed round NHS App leaflet to PPG members, the leaflet gives information on what NHS App is and what services this provides. One PPG member had stated her app was not working particularly well when she had tried to send through her BP to the surgery and also when requesting a prescription.

We were asked 'If its not working, how do we contact you?', Annette explained that you can still ring if there are queries and you need to speak to us, we are here to help.

One PPG member mentioned perhaps we could promote the NHS app on our website and add the apps for Apple and Google play on there. Annette explained how we do not have full control and access over our website and its something we may or may not be able to do.

Another PPG member mentioned anyone with a smartphone 60 plus will more than likely need help and assistance with the App to download and use it, Annette explained we will be having an NHS promotion team coming into the surgery for some days/times and this is the plan moving forward, once we know more, we will update. The PPG spoke about coming into the surgery waiting room to promote the NHS app with materials such as leaflets/ pop up stand etc and the possibility of doing a survey for the surgery to find out who uses the app. One PPG member asked is the app currently working ok? Annette replied, from experience as patients only yes, we do not use the app in the surgery ourselves other than as patients at our GP surgeries.

PPG members agreed that the £1000 grant for promoting the NHS App should be used for printing copies of the NHS leaflet which members felt was a clear guide to the App and how to download it. It was agreed that it would be very helpful if Tiptree staff handed out the leaflet to patients. There is also an explanation about the App on the Waiting Room screen and so it was also agreed to have a pile of leaflets in the waiting room. We also suggested having a poster or a leaflet on the noticeboard in the waiting room. PPG members expressed their thanks to members of the Tiptree surgery admin team who had successfully applied for this grant.

Covid Clinics – Covid clinics will be running from 1<sup>st</sup> April in the surgery, we have listened to the patients and what they would like here to make it easier and a better experience for them.

New Staff – Jason Crouch went through our list of new staff to the surgery since the last PPG meeting.

Anima – The overall feedback received has been very good and really reassuring from patients, there is obviously some teething problems but the feedback from our patients is that there is much more choice for appointments, and it is much easier to get an appointment. One PPG member stated she was unsure where to specify which DR she wanted, It was explained to her where she would need to put this. Another PPG

member asked if anything had been raised regarding how many characters you can add in the boxes, Jason Crouch said he had fed this back to the anima team directly.

Race for Life Pretty Muddy – 8 members of the team will be doing the race for life pretty muddy under the 'Tiptree Mudical Centre' team name at hylands park 13<sup>th</sup> July 2025 – will be looking for sponsorships for this.

### **Any Other Business**

Mr Treloar has resigned from the PPG moving forward he does not feel he has much to add to the group given we have a big waiting list; we thank him for his time dedicated to our PPG and wish him well for the future.

Jessica will speak to Michelle Olley about the WhatsApp group and see if we can get that set up for the PPG moving forward.

**Next Meeting Date:** 5<sup>th</sup> June 2025

PPG members did speak about doing a virtual meeting or evening meeting.