
PRG MEETING MINUTES

Date: 25.06.25

Present: Dr Amy Parkinson, Sarah Bickley, Alison Lewis, Robert Kelso (Chair), Roger Watts, Margaret Dove, Kevin Adcock, Yakenia Shingler and Jo Galbraith

Apologies: Lin Sanders, Sue Hardy, John Hardy, Sylvia Hindley and Simon Redman

Previous Minutes: Minutes agreed subject to a note regarding the PRG role attributed to Roger (amended to) "Robert".

1. Welcome and Introductions

Dr Amy Parkinson introduced herself as did the PRG members.

Amy explained what an executive partner is. She is one of 13 partners, a member of the Executive Team alongside Pharmacist Partner Rachel Nestel and Practice Manager Susie Wheaton. She is also a GP trainer. She does all of this on top of her normal GP role.

Roger asked if we are still collecting money for Dementia Support Worker.

2. Anti-Social Behaviour

Sarah shared examples of challenging behaviour the teams sometimes face and discussed how we manage these situations, including the formal procedures in place and possible deterrents. The group was keen to know the demographics of those exhibiting unpleasant behaviour. No particular demographic.

Sarah explained our current approach, and the group suggested creating a patient/practice behaviour charter that outlines a mutually agreed 'Code of Conduct'. Kevin, Jo and Margaret will form a small steering group with Sarah to explore this further and feed back to the group. **(Sarah to contact them next week)**

3. Anima Update

We discussed how artificial intelligence is currently used in secondary care and Amy highlighted how we envisage incorporating it into our Medical Centre to look through documentation. Amy explained the safety aspects and our current processes. Robert had some concerns about this but the huge number of safety steps to take were explained. Plus there will also be a human member of staff checking at the final step.

4. Care Navigation/CT Success

Sarah highlighted the success of our triage system and how Susie & Rachel are now Ambassadors training teams at other practices. We reviewed May's triage data, including the percentage contacts coming through the website, NHS app, and reception.

5. Patient newsletter

Sarah suggested that PRG members contributing a small, regular entry (3 issues per year.) This was supported in principle and we proposed forming another small group to co-ordinate this WITH Heather the administrator who will contact interested parties.

6. Practice Update:

New staff, Teresa new Nurse Manager. New nurse Olivia from the hospital, HCA Connie. Two receptionists, Tamika who previously worked in a care home and Beth who worked at the Freedom Centre. Also new GP, Dr Beter Abouelsaad.

Some staff members undertook the Exmoor challenge last weekend and raised nearly £900 for Exmoor Search & Rescue in memory of Charlie, our PCN First Contact Physiotherapist who was a member of their team and passed away last year.

Sarah asked if anyone like to share their email address for the CQC to contact them if we have a visit? We haven't had notification of a visit but another medical centre who have recently had their inspection were asked.

PRG meeting at Fremington Medical Centre. Only members from Brannam and Litchdon were there. Hospital were canvassing for members, can put names forward.

7. Promoting NHS App

To view test results; can also view on Mycare. Amy said My care is useful for people who have had contact with hospital. Jo said Mycare says ranges but the NHS app doesn't

Any Other Business:

Kevin thanked Sarah for attending mother and baby music group today.

Meeting finished at 19.06

NEXT MEETING: WEDS 10TH SEPTEMBER 2025 AT 7.00PM
