

ADELAIDE PATIENT PARTICIPATION GROUP (PPG)
MINUTES
Wed 15 Oct 2025

Present: Belgin Bozsahin (Practice Mgr) Carlie Newman Graham Williams Hilary Lance (Chair) Mark Agathangelou Natasha Leith-Smith Sheila Rossan	Not in attendance: Bee Thompson Cathy Katz GP Jamila Heinecke Juan Schehtman Michael Fletcher Sara Katchi Vanda Renton
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1. Practice update • Staff update - fully functioning team in place • Dr Brill, formerly a salaried GP, is now a partner • Dr Viridi returns from maternity leave in the new year • Reception staff: Gloxinia has left (moved away from London) , Koli will be going on maternity leave. Belgin is hoping to appoint a new experience receptionist shortly • Dwayne IT specialist left in May. New part time IT person, Cornel, appointed - works 4 hours per day • Practice website is being revamped to make navigation for patients easier • Concerns about PCN boundary and Neighbourhood boundary not matching. Some greater movement towards neighbourhood working anticipated • Surgery deep clean planned shortly • Work underway to digitise as much as possible such as evidence of protocols being followed so that e.g. performance data will be readily available for future CQC visits. • Karen Miller has had to cut down on her clinical time to enable her to fulfil other key roles e.g. training, supervision and clinical PCN lead roles	Action
2. Online GP appointments The Government requires that from 1 Oct 2025 online GP appointment requests to be available everywhere. Patients will be able to request appointments online throughout the day rather than calling their surgery or visiting in person. In some Practices this has raised issues of e.g loss of triage, managing emergency care, slots booked for trivial issues thus blocking slots for more serious issues .	

Feedback on how Adelaide's Footfall platform performs largely avoids these issues and the on-line booking system works well. Patients are generally able to get appointments when needed – though not necessarily with their own named GP. The PPG gave feedback on some specific confusing issues that need to be addressed	Belgin
3. You and your general practice (YYGP) YYGP has been developed by the Government to help patients understand what to expect from their general practice and how they can get the best from their GP team. YYGP also enables patient to provide feedback or raise concerns with their GP Practice, Healthwatch or the integrated care board (ICB). The YYGP document is published by NHS. The contract requires every GP practice to have a link to the NHS England YYGP document on their website, no later than 1 October 2025. The PPG expressed some reservation about how useful this will be as urban and rural Practices inevitably differ in the way they work. Noted that Adelaide has complied with the demand for a website a link to YYGP. PPG members encouraged to view the link	All
4. Neurodiversity Practices have been funded to enable 3 hours quarterly to be devoted to educational sessions for the whole Practice team. The most recent session has been on the "Oliver McGowan" Mandatory Training on Learning Disability and Autism is named after Oliver McGowan, whose death shone a light on the need for health and social care staff to have better training. The Health and Care Act 2022 introduced a statutory requirement that CQC-registered providers must ensure their staff receive learning disability and autistic training appropriate to their role. Carrie Miller does the training for Adelaide staff. The PPG discussed the use of "flags" e.g. a sunflower on patient notes to alert staff to those with special needs due to e.g. a learning difficulty or autism.	
5. Social prescribing feedback The table attached shows the reason for referral to Social Prescribers. It was clarified that referrals are only via a GP. Patients cannot self-refer.	
6. AOB - None	

Social prescribing

Reason for Referral

		24-25		23-24	
		TOTALS		Totals	
Referral Reason(s)	Social Isolation	188	44.66%	154	34.15%
	Improve Overall Wellbeing	23	5.46%	61	13.53%
	Lifestyle / Behaviour Change	1	0.24%	5	1.11%
	Managing LTCs	0	0.00%	12	2.66%
	Group Support for LTCs	0	0.00%	0	0.00%
	Support for Informal Carers	11	2.61%	19	4.21%
	Other, Please Specify	0	0.00%	0	0.00%
	Unknown	1	0.24%	0	0.00%
	Financial Support (OOB)	4	0.95%	3	0.67%
	Housing Support (OOB)	5	1.19%	6	1.33%
	Self-Management (OOB)	3	0.71%	1	0.22%
	Mental Health Support	47	11.16%	65	14.41%
	Financial Support	47	11.16%	39	8.65%
	Self-Management	68	16.15%	61	13.53%
	Transport Assistance	12	2.85%	12	2.66%
	Home Management	11	2.61%	13	2.88%
		421	100.00%	451	100.00%