



**Minutes of the St Luke's Patient Participations Group (PPG)
Friday 15th May at 13:15
To be held at St Luke's Surgery – Waiting Room**

Present: Dr Simon Vickers – GP Partner (SV)
Helen Gower – Deputy to Practice Manager (HG)
Magdalena Nowak – Administrator to Practice Manager (MN)

1. Welcome and apologies:

SV introduced practice staff and welcomed new and returning attendees.

2. Minutes of the meeting Friday 6th February 2026:

A copy of the previous minutes were previously emailed to attendees. All minutes are available to view on the practice website.

[Microsoft Word - PPG Meeting Minutes 06.02.26.docx](#)

3. AccuRx Scribe

The group was introduced to the newly implemented AccuRx Scribe, an AI-supported clinical documentation tool. The system listens to consultations and produces summarised clinical notes. However, it does not record conversations, ensuring patient privacy is maintained. The summarised notes are saved directly into the patient record and can also be used to support referrals and clinical correspondence.

The tool has been approved by the ICB, and all data protection requirements have been carefully reviewed to ensure it is safe and secure to use. Patients will be asked to provide consent during consultations prior to its use. Information about the system is displayed in both waiting areas and clinical rooms. It is anticipated that similar technology may be introduced in hospital settings in the future.

4. Practice Yearly Report

A summary of the 2025–2026 practice report was presented. Over the past year, the practice delivered 53,846 appointments across all services. There were 1,247 missed appointments, which equates to approximately 24 days of lost clinical time. Since the introduction of Total Triage, the practice has managed 38,788 total requests, with an average of 3,232 requests per month.

In addition, the practice handled 32,632 telephone calls, demonstrating the ongoing demand on services. The current patient list size stands at 11,320. These figures reflect a consistently high level of activity and increasing pressure across all areas of the practice.



5. Staff Survey Update

The staff survey results highlighted a positive and supportive working environment within the practice. Staff reported strong leadership, an open and approachable management culture, and confidence in raising concerns safely. There is evidence of strong teamwork and a clear focus on patient care and continuous improvement.

Feedback from staff has led to a number of tangible improvements, including changes to reception staffing, additional administrative time for GPs, improvements to the waiting room environment, and enhanced communication processes. Staff wellbeing has also been supported through various adjustments.

Areas identified for further development include balancing workload, particularly within administrative teams, managing appointment demand, maintaining staffing levels during periods of leave, and improving consistency of communication across all teams.

6. Flu clinic – save the date and location update

Changes have been made to improve the delivery of this year's flu clinic. A new venue has been secured at George Abbot School Sports Hall. This change has been made due to unsuitable weather conditions experienced at the Cathedral venue in previous years. The clinic is scheduled to take place on Saturday 3rd October. Planning is still ongoing in terms of organisation and delivery. The practice premises are not suitable for hosting the clinic due to limited parking and the high number of patients expected to attend.

7. PPG Members' Discussion Points

During the discussion, concerns were raised regarding hospital data sharing and interconnectivity. It was noted that patients had been advised that blood test results from the hospital would be available via the NHS App. However, this is not currently the case. While GPs are able to access results through ICE, these are not automatically uploaded to patient records for patient access. There are plans to improve integration between hospital systems and the NHS App, but this is still in development.

Further concerns were raised regarding NHS App messaging. Members reported that hospital messages are not visible within the app, despite notifications indicating that messages exist. Patients were advised to try accessing the app via a laptop or alternative browser. The practice confirmed that it does not have visibility of hospital messages within the NHS App, and that system integration is still evolving.

It was also discussed that private consultant letters are not automatically linked to the NHS App. These are only added to patient records if they are received directly by the practice, typically via email, and then uploaded manually.

Some members expressed concerns that routine requests submitted via the NHS App had not been received by the practice. It was identified that where confirmation messages are not received, the request may not have been successfully submitted. Patients were advised to use the practice website, which is considered more reliable.



In relation to hospital blood tests, it was confirmed that when a hospital requests a test, practice nurses are able to download the necessary forms via ICE and carry out the tests within the practice.

8. Bike rack – current status and next steps

An update was provided regarding the bike rack project. The practice has submitted an application for a Minor Improvement Grant for the bike rack and is currently awaiting a decision. The initial bike rack sponsorship was not successful, and both the practice and the PPG are now exploring alternative options. Updates will be shared in the practice newsletter.

9. Newsletter – section for PPG

The practice is currently preparing a new newsletter. A section dedicated to PPG contributions will be included, and members have been encouraged to provide positive comments and feedback about the PPG and their experience of being part of it.

10. Any Other Business

An update was provided on the CQC inspection. The practice is currently awaiting inspection, with the last inspection having taken place in 2016. It is expected that two weeks' notice will be given prior to the inspection. A detailed inspection is anticipated, which will include a review of policies and procedures, discussions with staff, and engagement with PPG members.

A staffing update was also provided. The practice currently has 10 GPs, including three trainees, and three medical students. From September, this will increase to six medical students who will be shadowing GPs. Due to space limitations, all rooms are fully utilised, including those used by external services such as physiotherapy and mental health teams. Some GPs support capacity by working remotely, particularly when conducting evening telephone consultations.

Discussion also took place regarding increasing membership of the PPG group. Recruitment is being supported through the practice newsletter and through GPs promoting the group to patients. Existing members were encouraged to spread awareness in order to increase diversity within the group.

Positive feedback was shared by PPG members regarding a Healthcare Assistant Rachel Hill, who was recognised for being highly efficient, professional, and friendly. This feedback was acknowledged and appreciated.

11. Date of next meeting

To be confirmed.