

Meeting Name	Ripley Medical Centre PPG Meeting
Date of meeting	27 <sup>th</sup> January 2026
Start time	5pm
End time	6.10pm
Location	CVS RIPLEY MARKET PLACE.
Chair Amy E - Secretary Linda T - Practice Manager - Gail	
Subject	Description
Present	Amy E, Gail B, Charles S, Linda T, Rebecca S, Chris S, Stephen G, Pete B. (8)
Guests	n/a
Apologies	Jenny I, Sarah B, Shaun B, Gail S, S Mee, Jenny H,
Minutes	Charles S, Stephen G.
Chair	<u>Amy Welcomed members &amp; opened the meeting: -</u>
Practice Update.	<p><u>Practice:</u> - Gail – The signpost requested for the bottom of the entrance road will be looked at in April. <b>C/F.</b> Our thanks to Steve G. for cleaning the existing sign.</p> <p>The practice is currently exploring the use of AI for telephony to support reception staff, as well as AI consultation tools from either Rapid Health or Anima; however, no decisions have been made at this stage. Gail will contact the ICB to ask whether she is able to share demonstrations of the two systems with the PPG. The practice is also reviewing Ambient Scribe, an automated tool that summarises consultations between clinicians and patients and integrates these summaries into the patient's medical record. Feedback from PPG members on this in due course would be welcomed.</p> <p>PPG members are asked to review the practice website and bring feedback on content, usability and overall experience to the next meeting. Waiting room paintings will be replaced with new canvases shortly. Replacement artwork from the U3A group was discussed and Gail will pass on the feedback.</p> <ol style="list-style-type: none"> <li>1.) We are tasked to view the <u>Practice website</u> &amp; give <u>feedback on content etc.</u></li> <li>2.) Waiting Room paintings to be replaced with new canvases shortly.</li> </ol> <p>Replacements discussed – Gail to pass on feedback.</p>
Wellness Ripley	<p><u>Wellness day</u> held at the Leisure Centre- Amy feedback – Excellent set up and turn out. Blood Pressure checks, etc carried out. A friend after checks was referred for ECG in 3 days. Gail informed that 2 people were picked up with AF (Atrial fibrillation) and referred on. It has been suggested that a wellness meeting should be tried on an evening as those at work in the day may be interested in attending. Also, it was felt the posters were too wordy &amp; the headlines not outstanding enough. <u>Next WELLNESS meeting Somercotes February 26<sup>th</sup>.</u></p>
Covid Vaccine	<u>Covid Vaccinations:</u> Will be offered by the surgery in the spring to those that qualify.
NHS App Awareness	<u>NHS App issues</u> discussed, still more work to be done as clearly it is not working for all. NHS app awareness training & understanding to be looked into. Query what information can be accessed on the app. Steve G had tests at Kings Mill; however, no info entered on the app, others said the same. P.P.G. Review and give feedback.
PCN	<p><u>PCN meeting:</u> - meeting co-ordinator Jodie Cook: - Amy &amp; Linda attended the 1st meeting of the ARCH group PCN (Patients Care Network) in Somercotes last month. The PCN bought together 9 practices in our area- the ARCH group to share, discuss &amp; info between them. The meeting cover various topics such as: - Social Care, NHS Information, changes or issues within the practices and Surgery hours (such as extended hours which some surgeries offer.) Ripley Medical does not offer extended hours such as Saturday mornings and late evenings, however; they are able to offer limited slot appointments at other surgeries where required.</p> <p>Jodie said it would be preferable for the Chair &amp; Secretary of each group attend in the interests of consistency. If other members wanted to come, we would have to let them know in good time.</p>

Children's area	Steve: Lack of Children's play area. Discussed a possibility. Suggested on changing the waiting room canvases could we ask for the current ones to be donated for sale for funds towards children area. The PPG will need to organise this & a treasurer will be appointed- Rebecca has offered to take on this role. Gail will ask about the canvas's donation. <b>C/F</b>
Practice Website	Some poor reviews discussed <b>C/F</b> for discussion next meeting. Request a name tag for receptionists – we as a collective feel the receptionist work hard & think there is always unfortunately going to be some negativity. However, it is felt that Receptionist ought to say who they are when speaking to patient. It would help otherwise you may as well be talking to an AI.
A.O.B.	Not listed – attendees concern's below.
Text for Blood Test	<b>Chris: Blood &amp; Urine test forms:</b> Test notifications via text - not all are able to print the form. Having to make a trip to the surgery to pick one up, followed by a wait for 3 weeks for an appointment. <b>Be aware:</b> urgent <b>red note or red sticker</b> are be able to attend same day walk in blood tests. <b>Charles: Once the diabetic test has been done</b> the follow up can be up to 3 weeks or more. Why so long? Gail advised Diabetic blood test should be done at the surgery. All agreed that we nearly always print or collect forms and have to organise our own blood tests. Very rare done at the surgery- Gail to check.
How many GPs	<b>There are currently 5 GPs.</b> However, Dr Warner is leaving in February & the practice will be recruiting a new GP.
Terms & Conditions	PPG Terms & Conditions: To review & rewritten ready for PPG review next meeting.
Suggestion Box –	Suggestion Box - No feedback as yet
Practice Texts	We have requested a number of times for the texts to identify who is sending it?
PPG Members	<b>Membership of PPG:</b> - All new members are welcome at meetings to provide feedback; however, members who have not attended or sent apologies prior to meeting for more than six months will no longer be included on the email listing & WhatsApp. Do not fear, once able to attend again, we are happy to welcome all back, there is no problem in re-joining the group.
Pete Info requested	<b>Out of time - C/F next meeting Pete to advise topic.</b>
Next Meeting	<b>MARCH - TUESDAY 31<sup>st</sup> 2026: VENUE – RIPLEY CVS – TIME: - AT 5pm to 6pm.</b>
PPG EMAIL	<b><a href="mailto:ppg.ripleymedical@gmail.com">ppg.ripleymedical@gmail.com</a></b>
<b><u>PRACTICE WEB SITE</u></b>	<i>There is a lot of information to be found including making forward appointments (<b>Not for Urgent Appointments</b>) by using the web site – <b><a href="https://ripleymedicalcentre.co.uk">https://ripleymedicalcentre.co.uk</a></b></i>



**VENUE: - Amber Valley CVS. 33 Market Place, Ripley. DE5 3HA**