

# ADELAIDE PATIENT PARTICIPATION GROUP (PPG)

Notes 20th May 2026

<p><b>Present:</b>                  Belgin Bozsahin (Practice Manager)                  Carlie Newman                  Debbie Ensor                  Hilary Lance (Chair)                  Janet St John-Austin                  Jessie Gibson                  Mark Agathangelou                  Natasha Leith-Smith                  Peter Sibson                  Vanda Renton</p>	<p><b>Not in attendance:</b>                  Cathy Katz (GP)                  Bee Thompson                  Elsa Santos                  Graham Williams                  Jamila Heinecke                  Juan Schehtman                  Michael Fletcher                  Sara Katchi                  Sheila Rossan</p>
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Item	Action
<p><b>Apologies and introductions</b>                      As above.                      Potential new member, on reflection is too busy to attend during the day. She has joined the VPEG</p>	
<p><b>1. Rules of engagement and code of conduct</b>                      With larger numbers potentially now attending the chair has asked members to respect the slightly more formal rules for courteous behaviour in meetings.                      Hilary also explained the need for a “code of conduct” outside meetings which essentially means no special privileges for PPG members.</p>	
<p><b>2. Practice Update</b></p> <p><b>Staffing</b></p> <ul style="list-style-type: none"> <li>• full quota. One Physician Associate on maternity leave.</li> <li>• Johnny Winship, our practice pharmacist has been working on Lucinda Dunlop’s list and doing a polypharmacy work. He has been carrying out 10+ meds reviews and med list clearance.</li> <li>• One clinical coder is on maternity leave, and the work is covered by a temporary appointment who may be kept on</li> </ul> <p><b>Website and footfall</b></p> <ul style="list-style-type: none"> <li>• Feedback from patient has been acted on</li> <li>• Admin staff will help those who cannot do things</li> </ul>	

- GP triage of footfall requests working well
- In 5-7 months' time Footfall will be replaced probably by Accurx which is the chosen ICB (Integrated Care Board) approach enabling easier integration.
- Members were taken aback by this news but were reassured that this transition will be managed smoothly and that the two platforms are similar in content from a patient perspective.

**Practice audit of significant events and complaints**

The Practice, in addition to reviewing complaints and significant events at the time of occurrence also annually look at them collectively in a team meeting . This is to see if there are any trends emerging over the over the year. Hilary as chair also meets with Belgin to review both logs.

22 formal complaints were logged : 12 Practice related

- 6 admin issues
- 1 pharmacist issue
- 3 others

14 significant events were logged :

- 2 data breaches
- 2 IT related
- 1 data deletion
- 1 a leak
- 7 related to power outages (outside our control)

All were reviewed for any implications for training. Given the number of patient contacts over a year these figures are impressively low.

**3. Immunisation and vaccination for children and adults for COVID & RSV**

The Practice meets the National targets

**4. One off Project for under representative Groups**

Agreed at the last meeting that Sheila and Jamila would meet with Belgin with suggestions – has not yet happened and both unable to attend today's meeting .

Group had a rambling unfocussed wide-ranging discussion about setting up groups , available venues etc .

**5. AOB see 4 above**

