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| **Attendees** | **Apologies** | **No Response** |
| Carly CanningsSylvie SerpellAlice PearceBarbara GallatiKate HalePat BrodieLiz DaleFiona BradyKath FordTom ClarkeHelen Morris | Eve Payne | Cedric AlexanderJanet MillsJudith WorthingtonMarta YazbekCaroline RoundChloe GilbertHabibah JavidNick GrimmerClaire ValslerHelen West |
| **Date** | **11th June 2025** | **10:30-12:30** |

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| **Patient Participation Group (PPG) Meeting Minutes****Date:** June 2025**Chair:** Tom Clarke (Practice Manager)**1. Apologies*** One member notified their apology.
* Members not present without prior notice were assumed to have sent apologies.

**2. Previous Minutes and Action Points*** Previous minutes were accepted.
* Action topics reviewed:
	+ **Patient Newsletter** – Complete.
	+ **Widening Membership** – On agenda today.
	+ **Continuity of Care** – To be discussed at a future meeting.

**3. PPG Chair Vacancy*** Jean has stepped down as PPG Chair and resigned from the group.
* Tom Clarke offered to continue chairing meetings temporarily.
* Discussion held around recruitment options, including internal and external candidates. The chair role will be advertised alongside existing PPG recruitment.
* Members discussed advertising the role more widely and simplifying chair responsibilities to encourage applicants.
* The role of Vice Chair (currently Alice and Sylvie) will continue.

**4. Membership Recruitment & Retention*** Ideas discussed to widen membership: posters, local newsletters, Facebook groups, community boards, and local publications.
* CC and SS will liaise and put together some wording that hopes to attract new members including under-represented groups and the recruitment for a chair role. Agreed to include information in the next patient newsletter.
* Proposal to amend Terms of Reference: members expected to attend at least one meeting per year.
* Tom will contact inactive members to confirm ongoing interest.

**5. Meeting Times*** Discussions around meeting accessibility and timings.
* Agreed to trial an evening meeting at 6:00 PM to improve accessibility.

**6. Women’s Health Services Presentation*** Delivered by Sarah Colthurst GP Partner
* Overview of women’s health services provided:
	+ Menopause management
	+ Menstrual disorders
	+ Contraceptive services (including complex coil fits and implants)
	+ Cervical screening
* Discussion on the absence of general “Well Woman Checks” due to current contract limitations.
* National screening programmes for breast cancer managed externally.

**7. Practice Manager Update (Tom Clarke) Tom’s presentation will be included with these minutes*** **Vaccination Campaigns**
	+ Successful COVID and shingles vaccination uptake.
	+ Ongoing shingles vaccination invitations being issued.
* **Klinik System & Online Consultations**
	+ Current backlog managed carefully; balancing appointment demand remains challenging.
	+ Future potential transition from Klinik to Accurx discussed, weighing costs and functionality.
	+ Contract renewal decision postponed; visits to similar practices planned for insight.
* **Telephone Access**
	+ Call abandonment remains low, but lunch time peaks identified as improvement area; staffing adjustments underway.
	+ Average wait times remain around 5 minutes.
* **DNA (Did Not Attend) Rates**
	+ Average DNA rate around 5%, aligned with national averages.
	+ New reporting developed to better analyse and address repeated non-attendance.
* **Premises Development**
	+ Approved plans to create three new consulting rooms.
	+ Construction work to start soon.
	+ Additional GP recruitment ongoing to support increasing appointment availability.
* **Appointments and Access**
	+ Routine GP appointment waits extended slightly beyond 2 weeks.
	+ Ongoing efforts to balance demand and capacity without compromising urgent care access.
* **Patient Feedback & Complaints**
	+ High patient satisfaction continues.
	+ Slight decrease in complaints.

**8. Next Meeting*** Scheduled for **Tuesday 9th September at 6:00 PM**

**Meeting Closed. Thank you for coming**  | **Action****CC, SS, TC****TC****TC** |