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| **Attendees** | **Apologies** | **No Response** |
| Carly Cannings  Sylvie Serpell  Alice Pearce  Barbara Gallati  Kate Hale  Pat Brodie  Liz Dale  Fiona Brady  Kath Ford  Tom Clarke  Helen Morris | Eve Payne | Cedric Alexander  Janet Mills  Judith Worthington  Marta Yazbek  Caroline Round  Chloe Gilbert  Habibah Javid  Nick Grimmer  Claire Valsler  Helen 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** |