

**Minutes – Interim Patient Participation Group (PPG) Meeting
Thursday 15th May 2025**

Present: Clive Husselbury (CH) Susan Goundry (SG)		Patient Representative (Chair) Practice Manager
		Action
1	<p>Next PPG Meeting Wednesday 11th June 2025: It will run from 5.30pm until around 7pm – Please feel free to arrive and/or leave at any time. <u>I am awaiting replies from a few members as to attending or not.</u></p> <p>As previously advised this meeting will take the form of a more informal social occasion, without a set agenda, to discuss where we are with the PPG and how we take things forward.</p> <p>Please do your best to come along for at least part of the meeting, which is also intended to get us working better as a team - Thanks</p> <p>Weather permitting, we might be outside, so participation online will not be possible.</p> <p><i>Attached are some more comprehensive notes – Please would you spend some time thinking about these before the meeting. <u>Plus if you are unable to attend then please pop me a note with your thoughts/responses so that I can relay these to the meeting.</u></i></p>	All
2	<p>Parking System We are 2.5 months into the 6-month trial: It is still working very well indeed for patients being able to always find a space, which was the whole reason for its introduction, and there has been much positive feedback.</p> <p>Complaints have been made about receiving fines when, for example dropping off a Prescription Request or Sample, for stays claimed to be under 15 minutes and thus being advised they didn't need to register their number plate, e.g. "I was in and out in 2 minutes." Susan does refer such complaints to the Parking Company for a double-check. It is important to note that, as with all such parking systems, the time starts as you drive into the car park and ends when you drive out.</p>	-
3	<p>Patient Survey It is still planned to repeat the online survey. CH offered to assist Jamie with this.</p>	SG/CH
4	<p>CQC Inspection Current estimate for this is late Summer to early autumn 2025.</p>	-
5.	<p>PCN Staffing There are currently 28 on this team, operating across the 3 practices.</p>	

5 **Notes for meeting**

PPG/Surgery Wins

The Newsletters, although these should be circulated MUCH more widely somehow.

The Flu Clinics

Staff Name Badges

Parking System

Questions:

1. *Why did you join the PPG and What do you want/expect from involvement in the PPG?*
2. *What do we as a PPG want from COFP? Do we feel consulted on changes? Do we feel well informed with insight into how the practice operates?*
3. *What does COFP want from us?*
4. *What do we purport to offer PPG Members versus what do we actually offer?*
5. *What else could PPG members do and what would you be willing to do?*
6. *What more can the Chair do? / Is a change of Chair needed?*
7. *Succession plan for Chair? (CH currently acts as Chair and Secretary) Appoint Deputy Chair?*

Issues:

Lack of PPG members and failure to recruit – This is of course the case a nationwide problem.

PPG Membership should represent the whole patient demographic...

Are current PPG members fully engaged and if not why not?

Poor attendance at PPG meetings, sometimes without apology in advance.

Few PPG members help at Flu Clinics/etc.

Do all PPG members disseminate stuff that I send out or Newsletters and/or gather feedback/ input from friends & family or colleagues who are COFP patients?

Lack of feedback to PPG from PCN level, NICS Federation level and ICB level.

PPG pages on COFP web site are dreadful, incomplete and hinder recruitment, but the practice has no flexibility to change this...

No PPG or Patient representation on ICB, PCN, NICS.

Total lack of support for COFP from the other members of the 'Place Based Partnership' notably RBC.

PPG Member Recruitment Event Proposal – Your thoughts and ideas please

Susan and I propose a Coffee/tea/cakes morning at the surgery on a Saturday morning, say from 10am to midday.

PPG Members, along with Susan and at least one GP Partner, would be present to chat to people about joining the PPG.

Publicity would be by way of a PPG-focused Newsletter that would be on the web site, Facebook and local socials as well as promoted widely by texting all patients a link to it. There would be posters in reception and elsewhere.