

Patient Participation Group Meeting Minutes Tuesday 18th March 2025
1.45-3pm
fpppg@icloud.com

Attendees PPG: Richard Broughton (chair), Judi Pollard (secretary), David Willis (treasurer), Jackie Mallery, Paul Rijbrook, Mervyn Granshaw, Jill Spain, Diana Martin, Nigel Northridge.

Attendees Surgery: Dr Mckendry, Ben Taguba (PM), Sarah Boltwood (admin)


Apologies: Nick Smith

Resigned: N/A

Introductions: N/A

Action Items	Outcome	Who to Action
2. Minutes of Previous meeting 21.1.25	Agreed as accurate.	
3. Matters Arising	<p>PPG to help pharmacy reduce medicine wastage – leaflet from ICB to add to Facebook and Information will go in newsletter which will also be added to Facebook.</p> <p>Succession planning: Mervyn is willing to step forward as chair from December 25 to take over from Richard. David will remain as treasurer. Judi will remain as secretary</p> <p>Patient Information This was requested by Mervyn – the data will be ready for the next PPG meeting.</p>	<p>JS</p> <p>SB</p>
4. Practice Updates	<p>Dr Mckendry gave an update about the Practice. Staff abuse – could the PPG lead a campaign about treatment of staff? On each shift at least 1 receptionist will face some form of abuse. WE do on occasions listen to telephone calls of patients and staff where a staff member has felt they were inappropriately spoken to, based on the call we may deem it necessary to send a warning letter to the patient. PPG agreed to add a piece about staff abuse in the next newsletter. PPG asked if we could try and capture the data of the types of abuse.</p>	<p>PPG</p> <p>JS</p>

	<p>GP Triage – this will be open longer hours from October to comply with the new NHS guidelines. Currently when we close the triage at 11am those patients get a response the same day, from October the response time may go to 48 hrs due to the longer opening hours of triage.</p> <p>COVID Spring Booster – campaign starts on 1st April and runs through to 17th June. Eligible cohorts are those over 75, immunosuppressed, living in a care home. It was suggested the PPG could help with parking if required.</p> <p>Month of Birth Annual reviews – we have started inviting patients for their annual reviews by their month of birth. Patients will have the majority of their reviews done in one appointment rather than being invited several times throughout the year, this will hopefully save on appointments for the practice and save patients having to return more than once.</p> <p>PPG asked that for future changes could they have a meeting to be informed of the changes prior to the change happening.</p> <p>PPG asked about privacy at reception – patients can ask to go into the sub waiting room to talk if required.</p> <p>PPG mentioned there are lots of additional services that are not widely advertised – practice will work on a list of these services. Some examples include: ACES – eyes Jarvis podiatry IAPT – mental health Physio – available at Fairlands Micro suction – available at Fairlands Social Prescribing – this is prescribing for non-medical e.g. benefits, loneliness, weight loss, exercise – Ben will send out full list.</p>	<p>PPG</p> <p>Ben</p>
5. Future Events	<p>Update - Event planned for 28th May will not go ahead as it is half term/bank holiday. It was agreed to look at dates in June for this.</p> <p>It was suggested we approach local schools as a venue to hold the event.</p> <p>Event committee for this event is: David Willis Nigel Northridge Jill Spain</p>	

	<p>March 2026 – “Lifestyle Medicine Event”</p> <p>Nick suggested doing a recorded event, this could then be done over the web. You could also show the video at an event after the event. This could be in several parts with Dr Angiolini introducing the first part.</p> <p>Sub-Committee David Willis Nicholas Smith</p> <p>JM and JP will offer help on both events as required.</p>	
6. Finance	<p>See attached report</p> <p></p> <p>PPG Finance 18th March 20252904202!</p>	
7. PCN Chairs Meeting	Report circulated by Richard on 4.3.25	
8. Better Ways of Working	Mervyn has invited a representative from the ICB to attend one of the PPG’s meetings.	
9. Increasing Patient Engagement	Re start the PPG newsletter – Jill is happy to lead on this. Newsletter to go out May and September. Jill will require articles for this.	
10. Date of Next Meeting	Tuesday 20 th May 1.45-3pm	
11. AOB	<p>Jackie and Judi will attend the Normandy Parish Assembly on Friday 28th March to promote the PPG. It would be helpful if members could produce something as a handout.</p> <p>All PPG members to take turns writing minutes for the pre – meetings.</p>	