

PPG Meeting Minutes

Date / Time	15 th January 2026 Time 11:30 am
Chair	Gill Cashmore
Attendees	Helen Lamb, Sue McDonagh, Nancy Bunney, Lindsay Embling, Beth O’Brien, Tom Gardner , Sally Ji, Ron Buxton
Visitors	
Apologies	Chris Gardner, Colin Dobson , Dr Hague.

- Minutes from last meeting agreed by all present.

Discussion Number and points raised	Action	By Whom	Date
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1. Issues raised from Previous meeting minutes.

1.1	○ No Issues raised from Previous meeting minutes		
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2. 1. CQC report & actions taken

2.1	<ul style="list-style-type: none"> ○ HL Stated that the CQC report stated that Scott Road needed to improve their score, and an Action plan has been submitted to them and that they are awaiting the CQC’s reply. The Email was sent to them in October. ○ It was also stated that it is normal to be re-Inspected within 12 months of the previous Inspection, but other practices that have been in the same situation have waited up to 18 months. ○ Scott Road failed on, 1) how we monitor Prescribers, 2) How we follow up on Significant events, 3) Correspondence between systems in use.. HL Stated that governance of these has been tightened. 	<ul style="list-style-type: none"> ▪ Keep all updated 	<ul style="list-style-type: none"> • HL <p>As and when required.</p>
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Discussion Number and points raised	Action	By Whom	Date
3. Flu Campaign 2025			
3.1	<ul style="list-style-type: none"> ○ HL stated that last years Flu campaign went well, with having 2 In Practice days, 4th & the 11th October, which covered all Cohorts. 20000 units were ordered and all were used by the end of November. ○ The plane is to repeat for 2026. 	<ul style="list-style-type: none"> ▪ No Action 	
4. Online booking; Stats			
4.1	<ul style="list-style-type: none"> ○ HL - The Klinik system has bene in place for a while no, which should be used for Non-urgent use ideally, and the government expect all patients to have online access. ○ For urgent matters patients should contact the surgery direct. ○ 14, 246 people used the surgery last year, of which 35% were for Medical reasons, 14% for Heath issues, 12% for Sick/fit notes, and 10% for Medical reviews. ○ The contacts were made through the following tiles; 34% Reception, 31% GP, 26% Admin (Insurance, medical reviews etc), and 8% Clinical Pharmacist. 	<ul style="list-style-type: none"> ▪ No Action 	
5. PPG Recruitment & moving forward.			
5.1	<ul style="list-style-type: none"> ○ HL Stated that we need to include as much of a different demographic as possible as currently the PPG is not fully representative of the patient make-up. And that a Qurom needs agreeing so that we all know the minimum number of people that must attend to allow the meetings to proceed. The CQC guide states that it doesn't need to be formal and doesn't necessarily need the Chairperson, or secretary present. ○ A lot of discussion took place with regards to the increasing the demographic of the PPG, and getting patients to feedback issues or suggestions, with the main suggestions being; 1) short Questionnaire to see what needs to be worked on or improved. 		

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5. PPG Recruitment & moving forward.				
5.3	<ul style="list-style-type: none"> ○ 2) Poster in the Waiting room advertising the next PPG meeting and if anyone interested in joining the PPG to contact members of the PPG, 3) Post-it box for Patient feedback, 4) Scott Road to Text a random number of patients for feedback/suggestions, 5) Contact specific groups i.e. New/expectant mums etc. 6) Website App to improve as patients might think the PPG is for GP's and the practice not for the patients to voice their issues/problems/suggestions, 7) More visibility in the waiting room for the PPG and what it is for etc. 	<ul style="list-style-type: none"> ○ Try and get a poster created and erect it in the waiting room for the PPG interest and advertising the next PPG meeting. 	<ul style="list-style-type: none"> ▪ Beth O'Brien. 	Before next meeting.
6. AOB				
6.1	<ul style="list-style-type: none"> ○ RB – raised the suggestion that possibly Scott Road could use a system like that used currently in Supermarkets, where counters are used to put in a box if for Instance their visit to the GP was good, average, or not good. LE suggested that it is possible, but it would need to be more specific and not just a tally. ○ Next meeting to finalise. 	<ul style="list-style-type: none"> ○ No Action ○ Dr Hague's April Availability to be sent to TG asap so he can try and work next meeting date and time out. 	<ul style="list-style-type: none"> • LE 	By Mid-March

Date of Next Meeting : APRIL 2026 – Date and Time to be confirmed

