

PPG Meeting Minutes

Date / Time	23 rd April 2026 Time 11:30 am
Chair	Gill Cashmore
Attendees	Helen Lamb, Lindsay Embling, Louise Thompson, Sue McDonagh, Beth O'Brien, Sally Ji, Ron Buxton and Colin Dobson
Visitors	
Apologies	Tom and Chris Gardner, Dr Hagan.

- Minutes from last meeting agreed by all present.

Discussion Number and points raised	Action	By Whom	Date
1. Issues raised from Previous meeting minutes			
1	<ul style="list-style-type: none"> ○ No Issues raised from previous meeting minutes however Gill had followed up on her suggestion to attempt to engage with Health and Social Care students at Selby College to see if this would boost the PPG membership numbers. 	<ul style="list-style-type: none"> ▪ Follow up when the new year starts 	Gill September 2026
2. Welcome and introduction			
2	<ul style="list-style-type: none"> ○ Louise Thompson introduced herself to everyone. She was appointed as Nursing Manager earlier this year. 	<ul style="list-style-type: none"> ▪ No action 	

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3. New GP's x2 in practice			
3	<ul style="list-style-type: none"> ○ Helen advised that Dr Zia Hoor has started work at the practice. Her working days are Monday, Tuesday and Wednesday, 3 full days. Dr Nnanna Ebi has also been recruited to work 3 full days on Wednesday, Thursday and Friday. 	<ul style="list-style-type: none"> ▪ No Action 	
4. Spring Covid programme			
4	<ul style="list-style-type: none"> ○ Helen explained how the Covid programme has been outsourced to some, but not all, local pharmacies who will deliver the vaccines to those eligible. 	<ul style="list-style-type: none"> ▪ No Action 	
5. Suggestion box response.			
5	<ul style="list-style-type: none"> ○ Sue advised that the PPG suggestion box in the lobby had only received one suggestion this quarter which was to provide information on prostate cancer. Relevant posters have been obtained from the charity Prostate Cancer UK and installed in the waiting room. 	<ul style="list-style-type: none"> ▪ No Further Action 	

Discussion Number and points raised	Action	By Whom	Date
6. AOB			
<p>6.1</p> <ul style="list-style-type: none"> ○ Improvements introduced <p>Helen highlighted how all appointment reminders now have a cancellation link attached, allowing patients to cancel if no longer required. These reminders are sent out 1 week prior to the appointment and then again, 1 day before. It is hoped that this will see a reduction in the 'Did Not Attend' rate. Ron asked about our approximate numbers of DNA and Lindsay advised it is 3% -4% against the national average of approx. 6%</p>	N/A		
<p>6.2</p> <ul style="list-style-type: none"> ○ Friends and Family Feedback <p>Sue reported on the Family and Friends Feedback for the last quarter:-</p> <p>Jan: 26 responses - 4 Good and 22 Very Good Feb : 36 responses - 1 neither Good or Poor, 2 Good and 33 Very Good Mar: 317 responses -1 don't know, 8 neither Good or Poor, 7 Poor, 8 Very poor, 46 Good and 247 Very Good</p> <p>The huge increase in feedback is as a direct result of the new reminder link sent to patients 7 days and 1 day prior to appointments. Once the appointment has been completed another link is automatically sent with an invitation to complete the Friends and Family Feedback.</p>	N/A		

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6. AOB			
<p>6.3</p>	<ul style="list-style-type: none"> ○ Monthly Dashboard <p>Helen delivered the figures relating to the number of inbound contacts over the first quarter and compared these to the same time last year which showed an increase of 119 contacts over this period.</p>	N/A	
<p>6.4</p>	<ul style="list-style-type: none"> ○ CQC feedback <p>Gill asked if anything had been received from the CQC regarding our submitted action plan last year. Helen advised it had not been acknowledged or responded to by the CQC, although the ICB had acknowledged it and had reported to the CQC that they were happy that everything required had been fulfilled.</p>	N/A	
<p>6.5</p>	<ul style="list-style-type: none"> ○ PPG promotional poster <p>Beth had designed the poster for the waiting room advertising the next PPG meeting and asking if anyone was interested in joining the PPG. This has been displayed and can be amended in readiness for the next meeting.</p>	Update and display the poster with details of the next meeting	Sue When date finalised

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7 Date of next meeting			
7	<ul style="list-style-type: none"> ○ A general discussion followed about the date of the next meeting, around July. This understandably couldn't be decided upon without Tom, as Secretary being present. Gill offered to discuss with Tom whether he would be agreeable to Beth being Secretary on a stand-in basis, to enable dates to be more flexible around GP rotas, and therefore hopefully enabling a clinician to attend. Potential dates when Dr Hagan could attend would be communicated by Sue. 	<p>Gill to liaise with Tom</p> <p>Sue to advise of suitable dates</p>	<p>Gill</p> <p>Asap</p> <p>Sue</p> <p>Asap</p>