



PATIENT PARTICIPATION GROUP MINUTES

Meeting Date: **Monday 14th July 2025**

Attendees:

Practice Representatives:	PPG Members:	Apologies:	
Faith Woodcock	JB (Chair)	KD (Vice Chair)	MB
Kirstie Hornsey	BD	AH	MS
Sue Scorer	CL	DN	SF
Sophie Ferrier	JP	JW	WS
	KE	KF	YT
		LC	

Meeting Minutes		
Item		Owner
1.	<p><u>Welcome and Introductions</u></p> <p>The meeting was opened by the Chair and SS passed on apologies from members unable to attend.</p>	
2.	<p><u>Agenda items from patients: Social Prescribing (JP)</u></p> <p>Craig one of our social prescribers kindly provided us with a presentation explaining what the service provides.</p> <p>KH read out the presentation and a hard copy was handed to all members to take home - copy will be sent out with the minutes too.</p> <p>If the social prescribing team need any follow up action from the practice, then an email will be sent to the secretary team for this to be dealt with. All updates from the social prescribers regarding our patients will be added to the clinical system - elemental. If clinicians felt they needed a follow up they would book this in with the patient. Most of the referrals are made for patient with low level mental health concerns and they social prescribers act as a facilitator to services, agreeing a patient centred action plan.</p> <p>All patients over 18 can be referred; this can be done by all clinicians and the reception and admin team.</p>	
3.	<p><u>Agenda items from practice- Urgent Care appointments</u></p> <p>We started the new system for requesting Urgent Care appointments on 2nd June, and we have received very positive feedback from both patients and clinicians. The clinicians are now dealing with more appropriate appointments within the right timeframe and there is much more availability for patients to request a specific clinician which we try to accommodate wherever possible. Patients report that their requests are being dealt with quickly and appropriately.</p>	

	Whilst the telephone call volume remains the same, the volume of appointment requests received online has increased by over 500% from May. FW provided more statistics to the PPG which will be circulated with the minutes.	
4.	<u>AOB</u>	
4.1	JB asked about the renovation progress, FW explained that we have had two quotes, and we are still awaiting the third. Any further updates will be brought to the next meeting.	
4.2	JP asked how the CDC was working for us and if it had any impact on the practice. No concerns raised - it does work well for any urgent blood tests that we can't accommodate as they have a lot more free appointments than we do and are open on a weekend. Hopefully soon they will hold spirometry clinics (lung function test) as currently an appointment here takes up to 60 minutes as the room needs to be decontaminated afterwards which could have been used for alternative appointments. One of the main benefits to patients is that it is only for pre-booked appointments versus the hospital when inpatients and emergencies would also be seen ad-hoc during clinics which made appointment wait times long. The new centre will only accommodate pre-arranged appointments so is more likely to run to time. There were some concerns over patient accessibility by one member who had used the CDC and found it did not accommodate mobility issues. Discussed that this may have been a teething problem with equipment not working but will feedback any future concerns. Please note the CDC does not have a hoist so anyone needing a hoist for a scan would still be booked into the hospital. This should be a question that the CDC admin staff ask when booking patients in.	
4.3	The next meeting will be <u>Monday 20th October 2025 at 6pm.</u>	