

PPG Meeting

4th August 2026

Attendees – KF, ST, SS, PP, SM, MH, AD, TH, CT

Apologies – FB, DG, WB

Introductions

- The group welcomed new member TH.

Practice Updates

- Two new GPs appointed: Dr MH and Dr EP, who are covering vacant clinical hour.
- Dr MH training to become GP trainer with ambition for GP trainees at Practice.
- The Practice continues to accommodate Foundation doctors on either 4-month or 24-month placements who continue to rotate through the Practice
- Team feels positive about current staffing levels and appointment availability.
- The Practice has scored positively on the national GP Survey Results.

Carers' Day Update

- Successful carers' day held with 28 carers attending.
- Services present included Social Prescribing team, Carers Association, Blythe House, public health, and Dementia Support Workers.
- Carers' register updated with accurate data - some removed due to changed circumstances (bereavement, children leaving home).
- Identified new carers but overall numbers remained similar.
- Plan for future events: summer and winter events at Whaley Bridge and Chapel.
 - Summer focus on heat and coping, winter focus on flu vaccinations and heating.
- Working alongside Practice Care Coordinators to arrange the events.
- Exploring ways to identify young carers through schools and community groups.
- Collaboration with Blythe House for school assemblies to identify young carers.
- Connection with new vicar for community engagement.

Patient Feedback and Surveys

- Practice survey introduced 2 months ago, monthly distribution to patients seen by GP/nurse/HCA.
- Includes Friends and Family Test (FFT) questions plus additional questions.

- Anonymous responses, results being compiled for next PPG report.
- No historic data available yet.
- National GP survey and FFT remain recognised tools.
- Survey questions being refined to avoid leading questions.

Flu Clinic Planning

- The 2026/27 Flu Campaign starts 01/09/26 for children and pregnant women. Adult campaign starts 01/10/2026 (over 65s and at risk). Clinic dates to be confirmed.
- Vaccine delivery confirmation pending.
- Looking into reasons why patients who did not attend appointments (DNAs) without cancelling.
 - Administrative burden from rescheduling appointments was noted.
 - Text reminder system in place but patients may ignore if vaccinated elsewhere.
 - Plan to add to text message to ask patients to cancel their appointment if they are unable to attend so that the vaccine can be offered to someone else otherwise it may be wasted.

PPG Activities

- Carnival event successful with positive community feedback.
- Raffle raised £88 profit after expenses.
- PPG account balance £313.19.
- Notice board planned for waiting room with monthly health promotion topics, all new posters made by PP for the PPG to use.
- Facebook page and website updates scheduled for tomorrow, a meet the team post will be put on Facebook with new GP changes.
- NHS app event planned for 27/08/2026.
- Macmillan coffee morning proposed and all supported the idea – PP will sign up for this.
- Committee size agreed at 8 members.
- Virtual group discussed – PPG group agreed that the virtual group should be dissolved as interested patients can read the minutes on the website to keep updated and get in contact should they wish to provide input or help at events. The PPG group will also keep potential future members' names on file to call on when help needed. MH and CT working on a Committee Standards document to include the virtual group.
- Discussed introduction of a PPG Newsletter sharing recent activities to be made available to patients on the website and in the Practice.
- Action log updated

- Creation of a document to outline the PPG Committee governance – MH and CT.
- Review PPG information on the Practice website and compare against the printed information to create a single version – MH and CT.
- Review and finalise PPG posters – TH, SM, CT and PP.
- Update the website with finalised information and posters – MH and PP.

AOB

Building Work

- Chapel Surgery front entrance to be redesigned for DDA compliance.
- Non-slip surface planned for steps.
- Whaley Bridge front entrance and consulting room reconfiguration planned.

Patient Concerns

- PSA and hypertension pathways – discussion re possible topics for health promotion board.
- Prescription delay – Medicines Order Line highlighted as service where repeat prescriptions can be ordered (details on the Practice website).
- A 'Just Ask' poster will be created for the notice boards to share a clear message with the patient population that if they are unsure about any aspect of their care they 'must ask' which can be done via the online request form or by asking a receptionist (in person or over the phone).

Next meeting

- Tuesday 17th November 2026 at 5pm at Whaley Practice.