

PPG Minutes for Meeting on 10.12.2025

Attendees

Jenny Newton	Chair JN
Jenny Powell	Member JP
Sue Burfoot	Member SB
Roger Price	Member RP
Sarah Robb	Practice Manager SR
Ms Hetherington	Partner VH
Lottie Barnes	Practice Staff CB

Apologies

John Tresadern, Sue Lane, Margaret Jay, Will Astill, Karen Smith. Janet King

1. Jenny Newton introduced herself as taking over the chair from John Tresadern

2. Approval of Minutes for meeting 25.06.25

Approved by Jenny Powell

Seconded by Roger Price

3. Matters Arising

1. Discussion regarding the visibility of the Patient Participation Group (PPG) on the practice website. It was noted that the link is not prominent enough and needs to be made more obvious, possibly larger. The link to the Facebook group is present.

2. A plan was discussed to engage with local schools to encourage student participation in the PPG. This would involve contacting the health and social care tutor for Year 11 students at Highfields, as well as Anthony Gell and Lady Manners schools. The aim is to provide students with evidence of volunteering for their university applications.

3. The possibility of holding daytime PPG meetings was explored. A survey indicated a mix of preferences, and it was suggested to trial both daytime and evening meetings. This would require ensuring a protected space is available, especially after the upcoming building work is completed, which is scheduled to start on 05/01/2026.

4. The need for a dedicated PPG notice board was identified to display minutes and the date of the next meeting. It was suggested to place this near the suggestion box to create a patient feedback space.

5. The practice's involvement in supporting children and young people was discussed. This includes work with young carers, support from the health and well-being coach (Lindsay), and two new pilot projects. The first is a suicide prevention and mental health support app for adults and young people, with a meeting scheduled for 08/01/2026. The second is a pilot of the BERRY neurodiversity screening and young person's mental health assessment tool, which is being trialled to improve referrals to CAMHS.

6. The practice's fundraising efforts for Blythe House Hospice were noted, with £240 raised so far and a step count of over 200 miles. The differences between Blythe House and Ashgate Hospice were explained, including their services and funding models.

7. The practice's 90% score in the GP Patient Survey was discussed, noting that the data represents a small sample of the patient population and may not be fully representative.

8. A query was raised about resources for mental health and long-term pain management. It was noted that the practice website has a dedicated section for mental health resources. For pain management, it was explained that this is a secondary care service, but the health and well-being coach (Lindsey) can provide support, and the practice will explore using the expert patient initiative from the PCN.

9. A patient raised a concern about the hearing aid service provided by Scrivens, including issues with the contract and the lack of a soundproof room. The patient has now been released from the contract and is seeking a new hearing test, possibly at Specsavers or via a hospital audiology referral.

Action Points:

1. Review the practice website to improve the visibility of the PPG link.
2. Contact the health and social care tutor at Highfields, and also approach Anthony Gell and Lady Manners schools, to encourage student participation in the PPG.
3. Investigate the feasibility of holding daytime PPG meetings, including securing a suitable room, to be trialled after the building work is complete.
4. Create a dedicated PPG notice board near the suggestion box.
5. Provide an update on the pilot mental health app and the BERRY screening tool at the next PPG meeting.
6. Share the patient's feedback regarding the Scrivens hearing aid service with the clinical team to ensure patients are appropriately advised about contracts when recommending services.
7. Organise an NHS app education session, supported by the PPG and the PCN's digital transformation lead, Chris Elkin, who will attend the March meeting.
8. Consider re-establishing the terms of reference for the PPG to clarify its mission and identity.
9. Respond to the queries regarding mental health resources and pain management by providing information on the PPG Facebook page and explaining the available support options, including the health and well-being coach and the expert patient initiative.

Date of Next Meeting Wednesday 18th March 2026 at 7pm at the Surgery