



Meeting Title:	Patient Participation Group	Date:	Thursday 22 nd January 2026
Venue:	Room 12	Time:	13.00-14.00
Attendees	Chair: Keleigh Atkin (KA) Minutes: Amy Birch External: N/A Apologies: Russell Johnson PPG Members: Bob White, Joy White, Peter Shelton, David Wood, Janet Wood, John Hudson, Alan Ryder, Rosie Ryder		

ITEM	MINUTES	ACTION	LEAD	TIME
1.	Introductions	Information	KA	13.00
2.	Practice News <ul style="list-style-type: none"> • Reception <ul style="list-style-type: none"> • New Starter Debbie – Start date 02/02/2026 This is a dual reception/administrator role for 32.25 hours per week • 2 x vacancies remain Interviews are being held w/c 19/01/2026 • Admin Team <ul style="list-style-type: none"> • Existing Team Member Jo O – Gradual process of moving from Reception to Admin • New Starter Debbie – Start date 02/02/2026 This is a dual reception/administrator role for 32.25 hours per week • Nursing Team <ul style="list-style-type: none"> • New Starter Natalie (Practice Nurse) – Start Date 16/02/2026 Natalie is a Heart Failure Specialist Nurse and experienced in Chronic Disease Management. She will be undertaking training in Immunisations and Cervical Screening She will be working 18 hours per week • 1 x Phlebotomy Vacancy for 15-20 hours per week. Plan to advertise w/c 19/01/2026 • Locum clinics continue • Nurse Libby started her Independent Prescribing course in October 2025 and commenced her Emergency Care Practitioner training in January 2026 • GP Team 	Discussion/ Information	KA	13:00

	<ul style="list-style-type: none"> • New Salaried GP Dr Ducksbury – Start date 06/01/26 4 sessions per week - Tuesday and Friday • Additional Roles <ul style="list-style-type: none"> • KA provided an overview of the ARRS scheme • Tan Clinical Pharmacist – successfully appointed new Neighbourhood role as Mentor for other Clinical Pharmacists within the PCN. We will lose Tan 1 x day per week; however, this is being backfilled through the PCN. • PPG Network meetings Peter Shelton confirmed he is still happy to attend on behalf of the PPG • IT We are looking into the possibility of an iPad for reception to enable patients to complete Total Triage forms at the practice. • FFT & Practice Statistics Reviewed recent Friends and Family feedback and appointment statistics. 			
3.	<p>Patient Question Time - an opportunity for patients to raise any questions to the practice team.</p> <ul style="list-style-type: none"> • The PPG requested a review of the practice website to ensure all appropriate patient signposting information is available • Website Signposting – Five for Friday Request to ensure all useful patient information is shared appropriately • The PPG asked about the recent restructuring of the ICB. KA confirmed the LLR ICB are making funding cuts and one of their key focuses is Risk Stratification ensuring that continuity of care is in place for Patient Needs Groups 7-9 or those most at risk/vulnerable. Further to this, Dr Noble will be looking at complex care plans for these patients that includes how to be proactive with patient care to avoid emergency situations. • New bus service on Grange Road, however no bus stop yet – David will contact Arriva for an update • David asked about Appointment SMS Messages, can we make them more specific between face-to-face and telephone appointments? We advised that we have one appointment reminder template, so this may be difficult to differentiate, but we will look into this. • The PPG asked whether patients are able to complete the Total Triage form directly from the NHS App. We have now tested this and can confirm that this is accessible from the app. 	Discussion	PPG Members	13:30

	<ul style="list-style-type: none"> • Routine Appointment Data Agreed to add next available appointment date to next PPG agenda • Building Expansion No confirmation to report, however practice and Landlord arranging meeting to discuss progress • DNA PPG wanted reassurance that we do send out patient warning letters for repeated DNA Current policy 3 DNA in rolling 12 months 			
4.	Any other business	Discussion	KA	13:45
5.	Date and time of next meeting Thursday 5 th March 2026	Decision	KA	14:00