



Meeting Title:	Patient Participation Group	Date:	Thursday 20th 2026
Venue:	Room 12	Time:	13.00-14.00
Attendees	Chair: Keleigh Atkin (KA) Minutes: Beth Dawkins External: N/A Apologies: PPG Members: RJ, PS, RR, AR, DW, BW, JW		

ITEM	MINUTES	ACTION	LEAD	TIME
1.	Introductions	Information	KA	13.00
2.	Practice News - Reception - Gemma – New starter Aug 26 21 hours per week (maternity cover) - Leanne – promotion Reception supervisor Shared role with Tracey, to cover full week - Admin Team - Kyra – Promotion Administration Supervisor Will keep dual role with Phlebotomy - Management Team - Beth (Management Team Administrator) – Leaver Sep 26 Management team hours to be covered within current team - Nursing Team - Kyra to increase Phlebotomy hours from 11.5 to 15 per week - Shortfall in Phlebotomy hours to be discussed - GP Team - GP Locum (Dr Biswas) continuing for 2 x sessions per week (Wednesday & Thursday AM) - Additional GP locum sessions to be covered by Dr Patel - Offer accepted for new Salaried GP vacancy - to start Oct 26 - Additional Roles	Discussion/Information	KA	13:00

	○ Steve – Experienced Advanced Nurse Practitioner Mon-Wed • Flu clinic – Wed 14th October Autumn volunteers required – Contact Amy if available • Premises update ○ Patient call screens/Health promotion screens not working, looking at alternative options dependent on private Wifi network ○ Hearing loop working ○ Patient NHS Wifi now working ○ Staff door has been replaced • Website ○ New website template launched ○ Positive feedback • Patients ○ Revised carers policy and registration form following annual review • Practice statistics ○ Noted more phone calls than F2F – Often patient preference ○ DNA consistent levels – 3 strike policy in place			
3.	Patient Question Time - an opportunity for patients to raise any questions to the practice team. • Prescriptions – NHS App can be used • Carer policy - Improvements in identification, idea to ask is patient is a carer during health checks • Section 106 money cannot be used for car parking, only for extension to clinical space	Discussion	PPG Members	13:30
4.	Any other business	Discussion	KA	13:45
5.	Date and time of next meeting Thursday 5th November 2026 1-2pm	Decision	KA	14:00