



PATIENT PARTICIPATION GROUP MINUTES

Meeting Date: Tuesday 27th October 2025

Attendees:

Practice Representatives:	PPG Members:	Apologies:
Faith Woodcock	JB (Chair)	KD (Vice Chair)
Kirstie Hornsey	JP	CL
Sue Scorer	BD	LC
	AH	YT
	DN	KE
		SF
		MF

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>Actions from last meeting</u></p> <p>No outstanding actions from the last meeting.</p>	
3.	<p><u>Agenda items from practice</u></p>	FW
3.1	<p><u>CQC Inspection</u></p> <p>FW advised that a full inspection was carried out last week. The reason for the inspection was that the current rating was more than ten years old therefore had been highlighted as being out of date.</p> <p>A remote inspection was carried out on 21st October followed by an on-site inspection on 23rd. The practice has not yet been provided with a rating but received lots of positive feedback on the day, including on the new triage system which the inspectors were very impressed with.</p> <p>There were a few areas highlighted for attention including the child vaccination uptake and the following up of blood tests required for patients on certain medications. However, these were areas that the practice was already aware of and there is a plan in place to address these over the new few months.</p> <p>PPG Chair JB kindly attended on the day of inspection and had a discussion with the CQC Inspectors. JB fed back that there had been a lot of positive feedback from patient responses gathered by the CQC.</p>	

	<p>JB advised that the only negative feedback that he had received from the inspectors was regarding the lack of privacy in the reception area for patients; no sign to inform patients to stand back away from the reception area or to inform that a private area was available upon request. FW advised that we will ensure that both of these are put into place following the feedback.</p>	
3.2	<p>Patient Survey</p> <p>FW advised that we have made the decision to postpone the patient survey until next year in order to include questions regarding the new clinical triage system and make the results more meaningful.</p>	FW
3.3	<p>Staff update</p> <p>We have recruited an Urgent Care Coordinator to work alongside the triaging clinician each morning.</p> <p>We are looking into the possibility of recruiting another ANP in the near future.</p>	FW
3.4	<p>Refurbishment plans</p> <p>FW advised that unfortunately we were not made aware of a bidding opportunity for the NHS England Modernisation fund.</p> <p>FW has spoken to the ICB to reiterate the importance of the practice being made aware of bidding opportunities and available funding.</p>	FW
AOB	<p>AH to forward FW the details of Community Vision</p> <p>The next meeting will be Monday 19th January 2026 and will be an AGM.</p>	