

Patient Participation Group - Annual General Meeting

Date

Thu 16 Apr 18:00 - 19:00

Location

Large Meeting Room

Confirmed attendees

Amy Hood, Sara Jackson, Kate Slater

Other Attendees

RH, CC, PC, TF, AD, SD, FMS, GD, PP

Details/Agenda

1. Apologies
2. Welcome
3. Introductions
4. Voting for Chair and Vice Chair
5. Notice board
6. Practice update -Building /Staffing/Friends and Family/DNA's
7. AOB

Next meeting

Minutes

PPG AGM Minutes 16th April 2026 6pm - Large Meeting Room Swallownest Health centre

1. Apologies - RW

2. Welcome - Chair RH introduces the meeting by giving a brief description of What is a PPG, what we do etc. Further information available on our website. <https://swallownesthealthcentre.co.uk/patient-participation-group/>

3. Introductions - Round Robin introductions, a warm welcome to our new member PP and gratitude expressed for the presence of two members of the public who have joined us today PC and AD.

4. Voting for Chair and Vice Chair - RH steps down as Chair this year due to health concerns. Following a vote there was unanimous approval for CC (previously vice chair) as the New Chairperson. Following a vote there was unanimous approval for GD as the New Vice Chair.

5. Practice update -Building /Staffing/Friends and Family/DNA's - Practice manager KS talks us through

- **DNA Rates** - Down to 3% from 4% at last meeting, below national average which we are very pleased to see. As usual

the most appointment DNA's are phlebotomy and Cervical Smears, no change here.

• **Friends and Family** - Jan 96% approval rating, Feb 94% approval rating, Mar 96% approval rating. We are very pleased by these figures and have maintained a large response count (around 800) Full figure breakdown available on our website.

• **Staffing** - Dr Brews has left for another practice and we wish her well. Dr Kelly joins us as her replacement, a very experienced GP who we are pleased to welcome. We also welcome a new PCN nurse Amy who will be taking over from the PA Curtis who left us in January. She will be assisting with Learning disability/Dementia/SMI reviews and has also picked up a project regarding Reasonable Adjustments Digital Flag. We had a brief discussion regarding what are Reasonable Adjustments (reasonable changes which we can implement to assist patients with disabilities/complex issues) and that this is a national initiative that we have until September to complete initial patient discussions from a set cohort. We have advertised that we will be contacting patients via our patient newsletter. Further information available on <https://digital.nhs.uk/services/reasonable-adjustment-flag>

• **Complaints** - We have had a few complaints since January most of which are grumbles. Noticeably regarding lack of empathy/not feeling heard during clinical consultations. We can find no pattern with specific clinicians but have noted that some patients had not received the answer/diagnosis/medication they wanted and were disgruntled by these clinical decisions. *Addendum - These have been discussed during our most recent internal PLT (closed for training afternoon).*

• **General update** - The practice is going to apply to become an **Active Practice** headed by Dr Waterhouse, we will table this discussion for the next meeting. <https://www.active-together.org/activepractices>

• **Social Media** - We are looking at reinstating a Facebook account with comments and sharing turned off. We are aware this did not work out well during covid due to dissatisfaction the time however in view of keeping patients informed of telephone outages etc we feel it is necessary. TB and KS are set to meet to discuss what will be shown and how it will look/update. TF suggest linking it to Instagram as many of younger population no longer uses this platform. KS will look into this also. TF initiated a brief discussion re AI being used to generate posts, KS confirmed it would only be Microsoft co-pilot, if any which is approved by our ICB (integrated care board) for use.

• **Building** - The council has now put forth a capital bid to hopefully get the air con in the building replaced, it is worse in our nurses corridor on the left. Mention of the scaffolding, this was put up by the council due to lead flashing on the roof coming up during high winds and requiring repairs. We are aware of the youths having been using it for parkour/general silliness, the police were called out a few times as there was fear of not just damage to property but for the youth's safety, the council have since added security barriers. The council have maintained the security guard sited at the main entrance after 4pm as a deterrent to unsociable behaviour, we are unsure how long we will have this for. Plans for the two new developments which could cause issues with our practice population have been raised as a concern by KS to our ICB contacts. We understand this to be around 500 houses. TF queries if we ever heard back regarding the proposed boundary changes from a few years ago- KS The ICB were restructuring and facing a lot of redundancies at the time and are doing so again now, our plans appear to have been overlooked during the upheaval. We may hear something in next few months but we should be prepared for them to decline/request it to be redone due to the time elapsed since submission.

6. Notice board - some updated are in place now with plans to make alterations monthly, any suggestions such as for local non profit services/events are welcome. KS we can start to reflect similar themes of the Facebook site once up. GD if we ever need to he can request information adding onto the parish notice boards across the village as well.

7. AOB

• FMS - Noticed that the samples box notice on the reception desk doesn't have an arrow pointing to its location - *to be updated by practice*

• PP noticed that when looking at previous minutes there were some with the year missing up on the website - AH to check

- SD finds the telephone message requesting you choose the call back option repeats itself and finds this frustrating, KS we are unable to alter this function. SD also notes that it doesn't seem to give a place in the queue number anymore - KS to look into this as it should. Member of the public AD gives praise that the ring back function has made a very good improvement.
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- TF and RH state if CC and GD would like any assistance/advice on managing the group to please contact them and as ex-chairpersons they would be happy to give advice.
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Next meeting - Friday 10th July at the normal time of 1pm

Thanks and close.

Actions

1. To add arrow to sample box notice
2. To check the phone system to see if a number in the queue is given to patients still - *addendum there does seem to be some error which we will look into*
3. To check website for potential PPG minutes date errors