

**Patient Participation Group Meeting**

Tuesday 9th September 2025 5:45pm – 645

**Present:** H Crisford, Practice Manager

R Modi, GP Partner

S Dean, GP Trainee

Ralph Williams, PPG Member

Suki Williams, PPG Member

Sandra Davies, PPG Member

Fran Panrucker, PPG Member

Sue Keppie, PPG Member

Christine Booth, PPG Member

Dragica Bezmalinovic, PPG Member

Ian Cameron, PPG Member

**Apologies:** Frank Anarfi

Pauline Rawlings

Sarah Kidson

**Chair:**  H Crisford **Note Taker:** H Crisford

**Agenda**

1. **Actions from previous meeting:**
   * Monitoring dispensing at Jardine’s HC/RM – Close no specific issues raised
   * Crier Article – PCN staff HC – Done – Close
   * Monitoring DNA – Ongoing
   * Remind reception not to be inviting patients to call at 8am in the morning – HC done – Close no specific issues raised
   * Dementia Support poster for display (for Pauline) – HC done – Close
   * Bereavement Support Group in the Church to be promoted amongst MMP staff – HC – done – Close
   * Chair Person for PPG –**ACTION** HC News letter to patients in November, to advertise Chair person

On prescribing clarity was requested by a PPG member on her own personal situation presented regarding prescription – **ACTION** HC undertook to review the following day and ensure there was an update provided.

Feedback was given by members that the ‘Contact us’ button on the website works well as do the extended access appointments for the working population and examples were given. **ACTION** Promotion of both by HC

1. **General practice updates** 
   1. Online access change October ‘contact us’
   2. Recruitment update: Care Navigator (reception) & Phlebotomist being recruited currently to help with patient need/demand
2. **Flu & COVID clinics** 
   1. Invites are going out for our flu clinics this week. Contract is Children & pregnant ladies can have it Sept, adults in October (we will offer COVID to those Eligible)
3. **GP Survey Results**

Dr Modi went through the summary slides from the GP survey carried out centrally (See attached Slides), feedback invited, discussing at our practice closure 18th Sept with the team, possible working group to be set up and they suggested further promotion of the ‘contact us’ button. Dr Modi confirmed that a new system for continuity of care being an allocated patient list & meeting for our most vulnerable patients. Also explained was an audit of appropriate appointments being carried out and fed back to the practice. It was also suggested and the team have further clarity around what is appropriate for a Telephone and or face to face appointment.

The group discussed doing a practice survey to gather more detail.

1. **Research Update**

Dr Modi explained to the group that we are in the process of setting up a new team starting 1st October, including Research co-ordinator, Research Nurse, Research administrators to build up the research side of MMP & the PCN in the hope to attract more commercial studies alongside the university run studies we are currently involved with. A summary of studies undertake so far was given.

1. **Education at the practice** 
   1. GP Trainees – We have hosted three since becoming a training practice
   2. GP Return to practice – We have successfully supported a GP to return to practice who will stay on at the practice
   3. Students – we are hosting our annual GP students during Sept - Nov
   4. Work Experience – we provided 3 local school aged individuals with placements over the summer and continue to do so.
2. **AOB**

Clarity on MMP drug budget was requested, the budget is held by the commissioners and monitored centrally, there is a formulary that we are asked to follow.

ADHD referral process – clarity was given and the Right to choose website was highlighted: [www.nhs.uk/using-the-nhs/about-the-nhs/your-choices-in-the-nhs/](http://www.nhs.uk/using-the-nhs/about-the-nhs/your-choices-in-the-nhs/)

**Next meeting 13th December**