



**Lapal Medical Practice Patient Participation Group
Record of Meeting held on Tuesday 16th September 2025**

Present: PL, CS, TH, HT, CC), DF), MJ), SB.

Apologies: DS, JSt, JS), JillS.

Minutes of the Last Meeting: were signed as a true record.

Matters Arising: The correspondence box is now in situ in the foyer. Hopefully this will help to reduce queue's at reception. Information will be added to the next newsletter.

Practice News: Dr McGill has joined the Practice, working Wednesdays and Thursday morning. CQC have completed their visit, and will issue a report in due course.

Newsletter: JSt has issued an excellent autumn newsletter. This is now sited in a holder under the TV in reception, and has been added to the web site. SB to supply a label to invite people to take one from the holder. Following a recent occurrence of the lack of information forthcoming to family from staff for an inpatient at Russells Hall Hospital, an item for the next newsletter on how to obtain help, for example, from PALS and Healthwatch, should be added.

Website: Following completion of the tutorial for access to the website, and discussion with DS, HT has decided that the website people will continue to add items to the site for the PPG.

Any Other Business: PL has forwarded the information to everyone regarding the online workshop available on Friday 10th October for information about the NHS moving towards more digital flexible care. Information to be added to 'Local Services' area that TH has created in reception under the TV, or on the free standing notice board by the reception door. For the future PL will forward received information to TH for appropriate display in reception. MJ advised that reminder messages were not currently forthcoming, TH to investigate.

Date of next Meeting: Tuesday 18th November at 6.30pm