



PPG Meeting

Date: 4 September 2025

Venue: Kingsmead Medical Centre

Present: Ellie Thomas, Sarah Longman, Eaimy Eldho, Valerie Mais, Andrew Ingleby, Sean O'Hara, Tony Wooton, Sheila Wooton, Lyndsey Stott, Geoff Gibbs. Amanda Skelding-Jones, Lukasz Kolodzejski, Les James, Beth Hanson (item 3), Lee Brown, Colin Grant.

Apologies Isabelle Vanderschelden.

1. Introduction

Ellie welcomed Geoff to the meeting. It was Eaimy's last meeting before going to university to study pharmacy. Ellie thanked her for her contributions to PPG over the last 3 years and for her support to the Practice's Covid and Flu clinics.

2. Minutes and Action Log

The minutes were approved.

On Action 7/25 Mandy provided a higher level description of the Practice's sources of funding and the structures the Practice is connected to contractually. Ellie asked her to re-circulate the diagram with text describing the funding stream, its purpose and the delivery structures.

ACTION: Mandy

3. Practice Update

- i. Beth will become Executive Partner in the near future. The Practice will identify a new GP lead for PPG.
- ii. There is ongoing recruitment of PSCs. Lindsey reported that the level of interest in the job is high.
- iii. Beth joined the meeting. Ellie reminded PPG of the results from the Patient Satisfaction Survey for Danebridge and PPG's request for an update on the Practice's response. Beth said the leadership team was still working on a comprehensive plan. So far, to improve access to GPs, they have:
 - a) Refined the apportioning of appointments to improve access to GPs.
 - b) Provided 'Care Navigation' training to PSCs so they can redirect patients to appropriate sources of support rather than to GP appointments. For example, Pharmacists for minor ailments.

- c) Amended the 'Digital Front Door' for booking appointments by increasing the number of options available to help patients choose the appropriate service rather than just opting for a GP appointment.
- d) Considering a local patient survey to deepen understanding of the issues causing dissatisfaction.

In response to a question on how the changes to improve access to GP appointments is publicised, Beth said the Practice uses Facebook and its social media platforms. The Practice will provide information to PPG on patient volumes using its social media accounts.

ACTION: Mandy

Sean noted that at the previous PPG Beth had said that staff morale had been hit by the results of the survey. He suggested the Practice inspire an article in the Northwich Guardian, which had carried the information on its 'league position,' to inform patients of the action that was being taken. This would help staff see that Practice leadership was supporting and promoting their efforts. In addition it could add to the ongoing process of making patients receptive to the changes taking place.

Colin pointed out that we should not assume patients of different ages and characteristics know how to interact with the Practice in the way it wants. The Practice model for access and delivery has changed and is in continuous change so a focus is needed on preparing, guiding and training patients on how to effectively interact with the Practice to meet their needs. This means continuously restating messages on how to make best use of the means of access, and doing so across all the Practice's media. Patients could then be surveyed regularly to see if their understanding had been improved.

Sarah provided an example of how a patient's journey in navigating the system could make the process clearer.

PPG asked that a number of patient journey examples be worked up and publicised to help develop understanding of how the Practice wants people to use their systems.

ACTION: Mandy

4. Work Experience

Lukasz, a second year SJD's student had undertaken a week of work experience at the Practice organised by Ken Power, HR Manager.

Lukasz took PPG through the services he spent time with each day, what they did and what he had learned about the pressures medical professionals and staff face, the challenges they needed to meet, the creative skills and initiative they need show and the flexible way they need to switch between tasks to deliver a quality service.

The presentation enabled PPG to see the range and scope of services the Practice now delivers. PPG thanked Lukasz for his comprehensive and insightful input.

It was suggested that Lukasz's note is put on the Practice's social media platform to help patients understand the services delivered in a modern medical practice. Mandy will speak to Ken.

ACTION: Mandy

5. Patient Feedback

- i. The means the Practice uses to keep patients informed of slippages in appointment time was discussed.
- ii. The Practice outlined the initiatives it had in place to promote 'Wellness' and how patients are made aware of them. There were questions on how comprehensive awareness is of availability of the initiatives.
- iii. It was confirmed that patients are given a choice on how they want to receive communications from the Practice.

6. Any Other Business

- i. Ellie reported that Russ Favager will now come in November to speak about the redevelopment of Leighton. She suggested we discuss in October how best to widen the audience for this important update.
- ii. Ellie briefed PPG on the Age Concern funded 'Let's talk health and well being' held at St Helen's church.
- iii. Colin said that it could be valuable for PPG, given the number of new members, to consider what it is for and is seeking to do, why we are discussing and issue or development and what we can achieve in doing so. We could also ask what and how PPG members can help socialise the information when this is appropriate. He suggested that we consider these strategic questions at our October meeting. PPG agreed that this would be valuable in clarifying its role and purpose. Lee will circulate Colin's note on the issues and questions we should address. Sean asked that information of Terms of Reference and Our Ways of Working are circulated before the October meeting.

ACTION: Lee

7. Closure and Next meeting

Ellie thanked members for their inputs to the meeting.

Date of next meeting: 16 October 2025

Possible Agenda Items: The Purpose and Role of PPG