

**NORTHFIELD MEDICAL CENTRE (NMC)**  
**PATIENT PARTICIPATION GROUP (PPG) MEETING**  
**Monday 28<sup>th</sup> July 2025, 5.00 pm, at NMC**

**In attendance:**

Jean Voller (JV) – Chair, Mike Howkins (MH) – Secretary, Jen Quilter (JQ), Dr Sabina Badiani (SB), Ian Sykes (IS), Lyn Fox (LF), Bill Stevens (BS), Jackie Collington (JC) and Robin Potterton-Orton (RPO)

ITEMS		
1.	<b>Welcome</b>	Jean Voller welcomed members to the meeting.
2.	<b>Apologies</b>	Apologies for absence were received from Marian Broomhead. Apologies from Rachel Webb – It was noted that Rachel has had changes in her working hours and could not guarantee that she could attend PPG meetings, but she would like to be kept informed. To remain on the mailing list and act in an advisory capacity. Rachel will be still be receiving and monitoring the patient queries sent via the QR code and forwarding them to the meeting Chair prior to each NMC PPG meeting
3.	<b>Notification of items of A.O.B.</b>	The issue of missed/cancelled appointments was raised – Bill Stevens. Issuing repeat prescriptions and prescriptions via suppliers other than a pharmacy – Mike Howkins
4.	<b>Minutes of previous meeting held on Monday 19<sup>th</sup> May 2025</b>	In item 11 b), the end of the minute should read ‘would save so much time’. Following this correction the minutes were agreed. All other matters on the agenda.
5.	<b>PPG Locality Meetings and similar</b>	There had been a variety of such meetings, but there was no attendance at such meetings to report. Minutes and PowerPoint presentations were circulated.
6.	<b>Northfield On-line</b>	No issues to raise. Patients are encouraged to use the NHS App. Lyn Fox reported some making appointment issues. A wide range of facilities are available on the NHS App.
7.	<b>NHS/DC/ICB Initiatives</b>	It was noted that it was National Eye Health week in September. Jean Voller offered to put forward an information stall. Mike Howkins offered to assist.
8.	<b>National GP Survey Results</b>	The set of results were most pleasing for NMC. The overall positive score had moved from 87% to 90%, with the NMC rank moving from 19th to joint 13th. It was noted that 4 out of 5 practices in our Primary Care Network were ranked in the top 20. Many thanks to all the staff at NMC - clinical and support.
9.	<b>CCTV at NMC</b>	CCTV at NMC had been installed and was operational. Patients were informed on Facebook, Web Site and on screens in the surgery. This covered the entrance and reception, together with the staff car park. Agreed to review and place this matter on the agenda for the next meeting.
10.	<b>Resident Doctors’ Dispute</b>	It was reported that the resident doctors were on annual leave.
11.	<b>PPG Initiatives</b>	Jean Voller reported that there had been no comments via the QR code in the surgery waiting area. Rachel Webb was monitoring the comments and reporting to Jean. Mike Howkins reported that he had circulated an article in the July 2025 edition of the consumer magazine ‘Which’ entitled ‘Help your GP help you’. Mike said that he would try to produce a short summary of the recommendations in the article.
12.	<b>Surgery Issues and Staffing News</b>	The in-house MSK Physio service provided via the PCN is currently paused. This role was under consideration by the PCN. There is a new pharmacy technician who has joined the practice, Emma

		McNamara.
13.	<b>A.O.B. and this meetings question.</b>	<p>The matter of missed/cancelled appointments was discussed. Patients are encouraged to cancel appointments if circumstances make this necessary. Missed appointments mean that a prospective ill patient could miss the opportunity of an appointment. It was noted that some patients had heavy contact with the practice.</p> <p>Mike Howkins reported that he had received a repeat prescription for his wife, which he had no recollection of ordering, but the items were still relevant to the reordering cycle. He also thought there had been delays in dealing with repeat prescription requests to non-pharmacy suppliers, Coloplast and Nightingales.</p> <p>It was noted that the shingles jab is now two-stage.</p> <p>To consider the position of PPG Vice-Chair at the next meeting, as the existing Vice-Chair, Rachel Webb, was not able to attend regularly.</p> <p>NMC is reviewing booking of appointment options and procedures for patient access.</p> <p>This meeting's question:- What is the medical name for your shin bone? – Your tibia.</p> <p>Jean Voller reported that she would welcome sponsors for her parachute jump in aid of the sight charity VISTA.</p> <p>There being no further matters to consider the meeting closed at 6.00 pm.</p>
14.	<b>Date of next meeting</b>	Monday 3 <sup>rd</sup> November 2025, 5.00 pm, at NMC

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