

Patient Participation Group

Date: 22 09 2025

Location: Daybrook Medical Practice

Present: Peter Whitehead (Chair), Sonia Lane (Vice Chair) Andrea Cox, Sharon Tidmuss, Keith Baguley
Lisa Smith (OM)

| Agenda Items | Reason for discussion | Outcomes/Action | Complete |
|----------------------------------|--|---|-------------------|
| 1.Minutes of Last Meeting | Reviewed | Agreed by committee present | AGREED |
| 2. Matters Arising | Phone System The committee feel that the feedback for the new system is very positive. The call back facility is a welcome addition. | All agreed good system | |
| | Newsletter has gone onto the website It was felt that a further winter newsletter needs to be actioned It was felt that the newsletter was difficult to access and not prominent within the website | Thank you to SL for formatting and organizing Ongoing for future letter | LS/SL TO ACTION |
| | Pharmacy First Options – working well and taking some of the minor illnesses from our list | All agreed good system | |
| 3. Staff Update | LS outlined the current staffing with regarding to reception, GPs, and nursing staff | New/leaving staff members: - <ul style="list-style-type: none"> • Dr Pettipiece - GP • Dr Roe – GP • Jo Munro – Remote Paramedic • Maryam Khan – First Contact Physio | |
| 4. Arrow PCN PPG | PPG Collaboration The practices within Arrow PCN have agreed that they would like to bring their PPCs together. The purpose of the meeting: - <ul style="list-style-type: none"> • To share experiences of how PPGs work • Discuss ideas for the future, including how they can support practices and the wider PCN • Learn from one another to strengthen patient involvement Unfortunately, we were not able to send member to the initial set up due to time of meeting. PW has had information and date of next meeting forwarded to him and will send to the group | PW will attend the next meeting. Other members will check their calendars and advise if available DATE 10 12 2025 – | MEMBERS TO ACTION |
| 5. Get online Week | Promotion for the NHS App Elaine Osborne will cover DMP in waiting areas supporting people with the difficulty with inclusion and getting to use the internet | Date 20 10 2025 – 10 – 4 Promotional resources/leaflets to come | EO TO ACTION |

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| 6. Boundary | <p>Discussion with members re Catchment Boundary</p> <p>In 2006 the practice merged with the Bonnington Practice, the official practice boundary was extended to include Killarney Park.</p> <p>Reception NHS England reviewed our catchment area maps and identified that the boundary map shown on our practice website differs from the version they hold on record. From a contractual point of view the two maps must match to ensure patients are given accurate information about whether they live within the practice area.</p> <p>To resolve this, we have submitted an application to NHS England to formally extend the boundary so that it reflects the area we have been covering since 2006.</p> <p>Once approved</p> <p>Our online map will align with NHS England's records.</p> <p>This will make it clear to patients in Killarney Park that they live within our boundary</p> <p>Patients in the area will then be able to register with the practice online more easily, if they wish to do so.</p> <p>The change will provide greater clarity and access for patients and ensure our records are fully consistent</p> | The group agreed it would be better for all parties, patient, Surgery and NHS England if this was clarified and reset to the current usage. | ALL AGREED |
| 7. Flu/Covid Clinics | LS advised that we are beginning the clinics on 4 and 11 October – 8.30 – 5pm Saturdays. Requesting any support, they can for the event. | Members will check diaries and LS to forward dates | MEMBERS TO ACTION |
| 8. CQC | <p>LS outlined the recent visit by CQC.</p> <p>They spoke to individuals including PW. PW felt the interview went well.</p> <p>We believe the visit went well. During their time gathering evidence, the inspectors spoke with PW to gain insight into how the practice is run and how we support our patients.</p> | <p>PW felt his interview went well.</p> <p>We await their feedback and decision</p> | |
| 9. Membership | We discussed the need for new members and are planning to have a AGM in the new year. We will try to have a recruitment at the same time with open evening. Looking at promotion via Facebook, Website, TV screen, posters. | Promotion nearer the time | LS TO ACTION |
| 10. AGM | Discussion on when to have the next, and what time | 26 January 2026 at 5pm | |
| 11. Date of Next Meeting | 26 January 2025 – 5pm | Agreed | |