

Gomer Street, Willenhall, West Midlands, WV13 2DR

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www.lockfieldsurgery.co.uk

Minutes Patient Participation Group (PPG) Meeting 18.11.2025

Present

Sanjeev Sandhu (SS) Partner
Narinder Dhillon (ND) Practice Manager
Jenny Smedley (JS) PPG Lead
Mandy Cole (MC) PPG Member
Paul Cole (PC) PPG Member
Carol Rutter (CR) PPG Member
Nigel Blount (NB) PPG Member

JS opened meeting thanking patients for attending and did introductions of Sanjeev, Narinder and new PPG member Paul. .

Questionnaire was discussed again and all agreed on the format of questions to go on the new questionnaire. JS to get this typed up and distribute to PPG members for their views and any amendments that they would like at our next meeting. This will then be finalised at our next meeting in January and will be distributed to patients on dates that are convenient for our PPG members. It was also agreed that slips could be given out to patients when asking them to complete the questionnaire asking if they would be interested in joining our PPG.

SS asked the group if they had a PPG whats app group, as they did not Sanjeev assisted on setting this up including the above 4 PPG members at the end of the meeting.

We briefly discussed that it would be beneficial to both patients and the surgery if patients could be more educated on the services that local pharmacists can offer them. PPG members thought that it was a good idea to focus on this information on their first practice newsletter. PC was happy to draft a template for the newsletter and share it with both PPG members and PPG leads at the practice for their input.

All PPG members thought that it would be a good idea to have a meet the Lockfield team board in reception with photos, names and job title for both clinical and admin team members, it was also agreed that it would be good to have a welcome to the PPG members board also, SS thought that this was a very good idea, due to the busy workload at the surgery between now and the end of year, we can look at setting this up in the new year.

JS asked members what they would like to do with the PPG notice board in reception, members said that it needed to be more colourful and appealing to the eye, members said that they would come back with some ideas for this. Members also said that a notice board in reception advertising Pharmacy Services would be beneficial.

All members witnessed the problems both patients and staff face with the language barrier between some patients who speak very little English and staff. MC said that where she previously worked she had this problem and they had cards with basic phrases in certain languages which she said were very useful and helpful. NB said that he was happy to look

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this up on google and come back with some ideas' around this to help both the surgery staff and patients.

CR asked the question if clinicians greet the patient with what their name is and what their job title is, SS said no all clinicians do not do this, and said that it was a very good point raised, as there is so much skill mix now in GP surgeries, patients would like to know who they are seeing. Moving forward we will look at getting name badges for all clinicians with name & job title, and admin staff to give the name of the clinician the patient is seeing when on a phone call to a patient, dealing with them face to face at reception or answering and electronic request.

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PPG board to be updated in reception – members to decide how they want to do this.

PPG e-mail is still not working properly it is in the hands of our IT department

Next Meeting Dates:

Tuesday 20.01.2026 @ 10.00am

Thank you all for attending

Wishing you all a very Merry Christmas & Best Wishes for the New Year

Kind Regards

Jenny (PPG Lead)