

Meeting Minutes – Woodsend / Studfall Medical Centre PPG

Meeting Details

Date: 08/12/2025

Time: 17:30

Attendees

FB (Chair), SC, LG (Dispensary Manager), KH, LS, CC (Reception Manager), MC, JL

Agenda Items

1. Apologies
2. Matters arising from the previous meeting
3. Rapid Access Data
4. Amalgamation of Studfall & Woodsend
5. Content for Autumn Newsletter
6. Any other business

Discussion Notes

1. Apologies: IM, MD, Marianne
2. Matters arising from the previous meeting
 - Merger
 - Practice Merger was communicated on the [website](#) but concerns were raised that not all patients would see this.
 - We should look to communicate the merger message via another form and highlight the advantages of the merger.
 - Contact Social prescriber
 - SC shared information with FB which aligned to the information FB had already pulled together.
 - Can we report / measure the use of Social Prescriber service before and after the newsletter?
 - Confirm if Social Prescribing are aware of local services that could support patients, for example Project HOPE (Help Other People Everyday) who offer a free community soup kitchen every Wednesday 14:00 – 16:00 to help people who may be struggling financially or suffering from loneliness. (Leaflet attached)
 - Could we ask Corby Radio to advertise this service?
 - DNA
 - FB & LW agreed the DNA data will be sent in January and every month from that point onwards.
 - FB asked if we can measure the DNA's by gender, age group, appointment type

3. Rapid Access Data

- October monthly insights were shared.
- Monthly insights suggest the top 3 outcomes by pathway for adults is: General, MSK & Mental Health.

4. Amalgamation of Studfall & Woodsend

- Agreed to combine the PPG Groups
- Agreed Woodsend will be the venue of the next PPG
- Agreed the PPG will be every other month, on the 2nd Monday of the month
- Agreed FB will be the PPG Chair, and MC will be Vice Chair and cover in FB's absence
- KH has stepped down as PPG Secretary. Offer Marianne the opportunity to be PPG secretary as she has previously taken meeting minutes for Woodsend PPG.

5. Content for Autumn Newsletter

- Affinity was used to create the Newsletter and is free software.
- Feedback was positive – great visual, attracts attention, and delivers the key message.
- Amendments required – reduce content to Introduction to the PPG and Social prescribing to keep the first newsletter simple and condensed.
- Newsletter to be printed and displayed on PPG noticeboard and patient screens.
- Newsletter to be shared with staff prior to publication so they can familiarize themselves with the content before any enquires are made by patients.
- Explore if a Facebook page should be created so we can share the newsletter, amongst other important communications, as and when required.

6. Any other business

- Next Newsletter
 - Monthly insights suggest the top 3 outcomes by pathway for adults is: General, MSK & Mental Health. How can the PPG support the surgery on these topics, by providing information to patients in the next newsletter?
 - Day in life article – this will help patients understand who can help them with specific concerns.
 - DNA data
- PPG
 - At Studfall there has been observations that there is no visibility of the PPG.
 - Request to have a dedicated notice board at Studfall.
 - Request to have PPG Newsletter on medical centre patient screens.
 - Consider if the PPG should have a more relevant name, for example, The Patients Voice, The Patient feedback Forum.

- Previous PPG meeting minutes have been added to the [website](#)
- Patient feedback options
 - Existing: Friends and Family Test, Suggestion box, Text after appointments (although no PPG member has ever received this, is it still live?)
 - Explore other options: Could PPG attend the centre(s) on an agreed date to tell people about the PPG and get anonymous feedback via a printed survey? FB, SC, KH & Janet all available to support this. Could reception / doctors also issue the form upon each appointment?
- Patient feedback
 - Consultant / Hospital reports and letter review process has a 28-day SLA but we had 2-3 examples of where this has been breached. Can we report on and monitor this SLA to see if this is being breached on a regular basis?
- Rapid Health Care Appointment system
 - Concerns were raised over two examples of patients being told to use the online service, rather than being supported by reception to book an appointment over the phone.
- Physio
 - Confirm how in house physio service is signposted and used, as we have had feedback patients are not aware of the inhouse physio, and how they can use or be referred to use the service.
 - James at Innovate Physio are in a very fortunate position, that they can provide additional musculoskeletal services (FCP). LS to share email from James with LG. LS would strongly encourage this services and Lakeside are using this service and increased the Physio numbers from 1 to 4 based on its success. It is funded by a separate pot of money, so no cost to the surgery. Must act at pace as the offer is on a first come, first served basis.

Actions and Responsible Persons

Action	Owner
Issue meeting minutes	LS
Send meeting agenda points for next PPG to LS by 30/01	All
Send out meeting reminder the week before meeting	LS
Send out meeting agenda the week before meeting	LS
Arrange next meeting at Woodsend	LG/CC
Make newsletter amendments and publish / print newsletter	FB/LG/CC
Establish how can the PPG support the surgery on top 3 appointment types, by	LG/CC

providing information in the next newsletter?	
Establish if the DNA report can include supporting data (gender, age group, appointment type etc.)	LG/CC
Request to have a dedicated PPG notice board at Studfall.	LG
Confirm if the survey via text is still issued.	LG/CC
Request to have PPG Newsletter on medical centre screens.	LG/CC
Confirm if PPG can attend the centre(s) on an agreed date to tell people about the PPG and get anonymous feedback via a printed survey?	LG/CC
Confirm if a PPG Facebook could be created and what the guidelines around this would be?	LG/CC
Confirm if we can report / measure the use of Social Prescriber service before and after the newsletter?	LG/CC
Share Project Hope leaflet with Social Prescriber	SC
Confirm if ear syringe service is live and which centres it is available in	LG/CC
Confirm if we can have a report on the SLA of the letter 28-day review process.	LG/CC
Confirm how in house physio service is signposted and used	LG/CC
Share Innovate Physio proposal with Woodsend / Studfall partners	LS / LG / CC

Next Meeting

Date: 9th February

Time: 17:30

Location: Woodsend Medical Centre