

1. 🏠 **Housekeeping**

No fire alarms due to take place today. Should the alarm sound, the evacuation process is down the stairs to the main reception area, out through the main door to the assembly point marked just outside of the pharmacy.

2. 🙌 **Welcome & Introductions / Apologies**

Everyone was welcomed  
Apologies above

3. ✅ **Minutes from Last Meeting / Matters Arising**

Agreed

**Minutes**

4. 🚶 **Stanmore Strollers**

No new members.

On **27th May**, walking group leaders enjoyed an inspiring day at Worcestershire Cricket Ground, focusing on **mental health & staying active**. 🧠💪

Rachel will display the attendance certificate on the PPG noticeboard.

Graham and Chris attended an excellent event in Worcester on guiding the visually impaired, including a blindfold challenge — which helped understand the challenges faced.

Nancy thanked Graham for his ongoing hard work in maintaining the defibrillator at The Land Oak Pub, and for reporting any issues.

Graham & Chris have designed laminated posters to promote the Stanmore Strollers in the waiting area. A large print version was also created for visually impaired patients.

Rachel will email Chris to get the PDFs and share on social media & the website.

Nancy warmly welcomed Les as a **new PPG member**! 🎉

5. 📄 **PPG Policy & Confidentiality**

Les has signed this today.

6. 🎊 **Fundraising Event Feedback**

Rachel shared the brilliant totals raised:

**Easter Raffle:** £100 for KEMP

**VE Day Cake & Poppy Sale:** £169.95 for Help for Heroes

🏆 Certificate will be added to the noticeboard.

👏 Rachel thanked **everyone for their support & generosity!**

## 7. 🖨️ Visit to KEMP Hospice

Rachel contacted Kerry at KEMP who was delighted to welcome the PPG.

Visit booked for **9th September 2025 at 14:00**. Rachel to confirm by email.

## 8. 📞 Practice Update

**Phones - June:**

- 📞 8,265 calls received
- 🔄 714 callbacks
- ⌚ Avg. wait time: **6 mins**

Rachel will promote the **callback option** via social media & newsletter.

## 📰 Newsletter

Rachel is drafting the first **Stanmore House Surgery Newsletter**, to be shared on the website & available in reception. Agreed to publish **every 6 months**.

## 👍 Facebook

Rachel will use Facebook more actively to update patients on **flu/covid clinics & more**.  
Posters in reception now encourage patients to follow the page.

## 📅 Saturday Clinics

Stanmore is part of a **Saturday rota**, offering approx. **1 clinic per month**.

## 💉 Flu & Covid Vaccinations

NHS England announced these will start in **October**.

## 💊 Tirzepatide (Mounjaro)

Rolled out as an **enhanced service over 12 years**.

Phase 1: patients with **BMI >40 & 4+ conditions** (hypertension, high cholesterol, cardiovascular disease, sleep apnoea, type 2 diabetes) who've completed a weight management programme.

## 🗨️ Friends & Family Feedback

**460 responses** received:

- 🌟 Very good: **384**
- 👍 Good: **49**
- 😐 Neither good nor poor: **13**
- 👎 Poor: **8**
- 🚫 Very poor: **3**

Rachel shared some of the **negative comments** for discussion.

## 9. 📅 Date of Next Meeting

**08/10/2025 at 13:00**, face-to-face at Stanmore House Surgery.