

Balance Street Health Centre
Minutes
Patient Participation Group (PPG) Meeting
Monday, 21 July 2025 at 6.00pm

Present: Ruth Kerry (Chair); Ian Rose; Megan Emery (Reception Lead); Lynn Furber; Gill McGowan; Lorraine Tams; Sally-Ann Owen; Kerry Fisher; Alison Winson; Dr Peter Trewin; Suzanne Mackay; Julie Ridge; Dr Brookes.

Minutes: Lynne F

Agenda Item	Notes	Action
1.1	Apologies Anita Thomas-Epple (Secretary); Gill Simpson (Vice-Chair); Carol Pickering (Treasurer); Diane Robbins	
1.2	Opening, Introduction and welcome of new members	
2	Matters Arising from Minutes of meeting	
2.1	Megan has asked Fiona about the bank account and is awaiting a response.	
2.2	The PPG received a response from Stephen Kinnock, MP, to our letter submitted via Jacob Collier MP, in February 2025. The reply did not address our particular issues raised and appeared to be a generic, standard reply. Consequently, a sub-group of the PPG has drafted and submitted a reply to Jacob's team for further action.	
2.3	The questionnaire has been circulated and the practice has received just over 200 responses to date. They aim to receive 500 responses if possible by the end of July/beginning of August. Hard copies are available if required. It is currently being advertised on Facebook and will be advertised on the website and in the practice on the TV screen.	
	Approval of the Previous Minutes The minutes of the meeting held on 19 May 2025 were accepted as a true record.	
3	Practice Update	
3.1	Dr Jameson has left the practice.	
3.2	A new Registrar will start on the 6 th August.	
3.3	A new GP will start working in the practice from Sept 2025.	
3.4	There are currently 6 GPs working in the practice.	
3.5	The Practice, currently has 14,000 patients registered. Megan explained that the Practice is not able to turn people away. Consequently, demand on	

3.6	<p>the Practice continues to grow and the team continue to revise what they do and how they work to meet these demands.</p> <p>A day in the life of a GP was presented by Megan on behalf of Dr Brookes who was waylaid in clinic. The PPG felt that this was a very useful insight into the life of GPs and thought that it would be helpful to share this information with other patients that are registered with the practice. 'A day in the life of..' could be considered a valuable article to host on the website. Dr Brookes did arrive at the meeting and addressed any questions.</p>	
4	Any other business	
4.1	Megan will ask Freya (Nurse) if she can speak at the September meeting.	ME
4.2	Sally-Anne raised concern about her experience of poor communication with Health Harmony and asked if anyone else had been experiencing problems. Megan will take this matter further and submit a complaint to the ICB.	ME
4.3	Julie raised concern about the Choose and Book appointment system, and how inefficient it can sometimes be. Megan explained the Practice Secretaries can help when problems arise with hospital appointments via this system.	
4.4	A reminder that a summer drinks evening is scheduled for the 11 th August at 7pm in the Plough for the PPG. Subsequently postponed.	All
6	<p>Next meeting Date</p> <p>Monday, 22 September at 6.00pm</p> <p>Meeting concluded at 7:00pm</p>	