

**FERNVILLE PPG LIAISON GROUP – NOTES OF A MEETING
WEDNESDAY 30TH JULY 2025**

Chair welcomed and thanked all members for the attendance.

Admin:

An additional 1000 copies of the June newsletter were placed in medication bags for distribution over a weekend by two members of the Liaison Group. This seems to have attracted 25 additional virtual members. Virtual membership, partly through advertising now stands at 891 – an impressive increase – more than doubled – over the last few months.

We received 3 applications for our Liaison Group, 2 from blind patients, who subsequently changed their minds (but joined the virtual group) due to the fact that there are many activities to be undertaken which require sight. The third applicant will join us in October.

Minutes of the meeting of 2nd July: Agreed. Notes posted on website/noticeboard.

Latest Friends and Family Test results:

Jun 2025 - FFT Data Submission

Jun-25	Very Good	Good	Neither	Poor	Very Poor	Don't Know	Total	%
Paper	0	0	0	0	0	0	0	0.0
Telephone	0	0	0	0	0	0	0	0.0
Kiosk	22	5	10	5	0	0	42	13.9
SMS/Text	205	40	8	4	3	0	260	86.1
Internet	0	0	0	0	0	0	0	0.0
Other	0	0	0	0	0	0	0	0.0
Total	227	45	18	9	3	0	302	100.0
%	75.2	14.9	6.0	3.0	1.0	0.0	100.0	

Review actions from previous meeting:

- **Newsletter update:**

The draft newsletter for our December edition is just about ready to finalise, having received 3 articles from the practice on Veterans Accreditation, Total Triage system review and the autumn vaccination campaign and Oct/Nov dates. The newsletter has a variety of topics covered and will be ready to print for 1st September. Planning for December's newsletter will commence in October. If any member of our virtual PPG group wishes to contribute any article to any newsletter then do please inform our Chairman, through contact with the surgery.

- **October's Patient Education Event**

The proposed theme incorporates 'Anxiety' and it's many guises, including 'early memory loss' and inviting patients who have registered as Veterans. However, the date now clashes with the upcoming flu/covid vaccine campaign which has necessitated us moving our patient

event to the springtime 2026 – probably during May. We will discuss this further at our December meeting with the practice management team in attendance.

- **Wider distribution of newsletter**

Our thoughts on delivering newsletters and application forms has been shelved – the practice would prefer us to talk to patients in the waiting room. We will undertake this during the flu/covid vaccine days and have a number of our volunteers available to hand-out application forms and our September newsletter.

- **Raised Drain cover, blocked road drains and high kerbstone**

We felt that we had taken these matters as far as possible for now. We will re-visit this in October's meeting.

As for the road drain blockages, one of our members informed that blockages in road drains in the main hill of Midland Road had previously been cleared by the local authority when it was brought to their attention. However, as we have learned, Midland Road directly outside the Fernville entrance is owned by Asda, who seem unable/unprepared to clear the drains. We will discuss this again at our October meeting. The autumn rains will flood the road and entrance to the practice, so we will clearly be able to demonstrate thro photos that there is a problem, to Asda management.

- **Significant monthly health awareness events**

We have agreed to continue to produce information on relevant health awareness campaigns for Sept and October, assuming the patients find this information useful but there is no way to know this.

- **NHS App**

The ICB's Trudi Mount has agreed to attend [in person] on Wed 27th Aug at 3pm to give us a presentation/demo of the NHS app including details of future app advances/improvements.

- **NAPP's Corkhill Annual Award to PPG groups**

It has been decided that we are not yet in a position to self-nominate our PPG for this award and this view is echoed by the practice. We will re-visit this in 2026.

- **Primary Care Achievement Award (to our practice)**

Chair has heard from the ICB, this annual Award is not taking place in 2025 due to the re-structuring of the ICB. We will re-visit this in 2026.

Any Other Business (AOB):

A reminder to the group from the Chair of the talk from Fernville's social prescriber on 4th Sept 3pm.

Date of next meeting:

Wednesday 27th August 2025 at 1.30pm Fernville Library

The Chair thanked all for their attendance. The meeting closed at c3.30pm.