



## RED HOUSE SURGERY

### PATIENT PARTICIPATION GROUP

Thursday 18th September 2025 – Meeting Minutes

#### **Welcome:**

**Apologies:** 2 PPG members

**Present:** 11 PPG members

Lucy Cade – Care Co-ordinator,

Diego Ramos – Partner GP, Barbara Caldwell – Practice Business Manager.

#### **Matters arising from the last meeting:**

**RHS PPG – a request asking for the current membership number.** As of September 2025 there are 16 patient members excluding staff members. The number for a quorate meeting is 5.

**Update on other PPGs within PCN (Primary Care Network):** Lucy highlighted the role of a Patient Participation Group using the PPG toolkit 2023 as a source. (This document was sent as an attachment with the minutes to each member.) There was a buzz of conversation: fund raising opportunities? What would our group like to do? How can we encourage younger patients/students to join? Barbara Caldwell shared about her previous surgery where the PPG organised a walking/cooking group. It was suggested that our group could find out what our patients think about our services. Can we have a dedicated PPG representative? A dedicated PPG email address monitored by a member of staff? We need greater publicity, information on our website/TV monitor in waiting room/a PPG notice board. **Action:** Lucy Cade/Barbara Caldwell.

#### **Items for discussion:**

**New screen in waiting room: explanation of benefits.** Barbara Caldwell drew our attention to the colourful information/monthly campaigns. It was suggested that PPG information could be added? **Action:** Barbara Caldwell to contact Beth, PCN Digital Lead

**Covid/Flu campaign Autumn 2025:** Saturday Clinics 4<sup>th</sup> /11<sup>th</sup>/18<sup>th</sup> October 2025. Booking stalls to accompany event. A PPG member volunteered to run a stall about the Kidney Foundation. **Action:** Lucy Cade to send information email. Caring Together stall will be run by another PPG member on 11<sup>th</sup> October 2025.

#### **NHS app: can the PPG offer guidance on how to set up app during Covid/Flu campaign?**

Discussed this, one PPG member particularly disappointed as unable to help on these dates. Can we advertise how easy to install the NHS app is and encourage patients to give it a try.

**Operations Manager – actively recruiting:** The advert will expire at the end of the month; seeking healthcare expertise.

**Ildiko Docsova, Healthwatch Cambridgeshire Engagement officer – keen to collect feedback about recent experiences with NHS services.** This lady did not respond to email invitation.

**Any other business (an opportunity for members to voice patient/carer concerns/suggestions or compliments.**

**A PPG member suggested offering three possible dates for the next PPG meeting:** Unfortunately this is not possible, it is best to have the meeting on a Clinical Governance Closure afternoon due to pressure on the waiting room. There is no other room big enough for our meetings.

**A PPG member asked; in the minutes/agenda can it be made clearer what the roles of the attendees is? Action:** Lucy Cade will amend the minutes adding patient/RHS roles. **Can the minutes be added to the website? Action:** Barbara Caldwell GDPR, Lucy Cade will amend the minutes for the public domain, patients will not be identified.

**What is our approach to the 10 year health plan?** Still using the online form to triage all medical queries. The online form must stay open from 08:00 to 18:30 starting 1<sup>st</sup> October 2025. No extra funding. The RHS will offer on the day appointments, appointments in 24 hours, 48 hours, bookable by an online link. This link will last for 7 days and gives patients more autonomy to schedule appointments.

**PPG Feedback:** New phone system is much improved. Never more than 3 in queue.

**More questions/confirmation about how the online form will continue to work:** Forms received around 18:00 will be triaged and signposted to A&E/111. Volume of forms will increase, a clinical team will triage.

**A PPG member:** suggested we collect patient's feedback as this change is implemented. How will we do this? **Action:** Lucy Cade/Barbara Caldwell add form on website for feedback?

**Location, date and time of next meeting:** Thursday 15<sup>th</sup> January 2026 5pm in the waiting room of the Red House Surgery.