



biddulphdoctors Patient Participation Group

Minutes from Meeting held in biddulphdoctors Health Centre
on
Wednesday 15th Oct 2025 at 10.30

Present:	Jo Lawson	JL	
	Peter Price	PP	
	Peter Stanway	PS	
	Oliver McGuinnes	OM	
	Susan Findlow	SF	
	Ann Lally	AL	
	Diana Oliver	DO	
	Jason Wilkinson	JW	
Apologies:	Carole Goodwin Simon Taylor Chris Whardle Lena Keanne Melanie Smith		

Agenda Item		Action	Time scale
1	Welcome The meeting returned to the later start time. Gill has decided to change her status to a virtual member.		
2 / 2.1	Matters Arising (20 th Aug) PS did write one more letter to the Health Dept with regards to the situation at the War Memorial Hospital. However the point of the letter was missed and the answer did not help. However, JW did some research and found that Cheshire Health Authority is using different software to most other Health Authorities including Staffs, hence results cannot be passed electronically. There is no quick fix! JL is still gathering evidence with regard to all the faults in the building before lodging a formal complaint.		

3	<p>JL informed the meeting that the first Flu Clinic had 568 attendees which was very good and she thanked all the members that had helped.</p> <p>They also carried out 231 Pulse Rhythm checks, 336 frailty scores and 10 blood pressure checks.</p> <p>100 newsletters had been given out and 100 patient surveys. JL is also going to send out surveys by email.</p> <p>The Practice is employing a Patient Services Manager (Amber).</p>		
4	<p>PP & SF reported back on the Winter Safe Event in the town hall. It was attended by 91 people. We didn't acquire any new members, however it was a good networking opportunity.</p>		
5	<p>The minutes for the locality have been distributed. A meeting with Healthwatch was held, and a small group is going to be set up to look at ways of promoting the patient voice.</p> <p>Letters have been written with regards to ear wax removal. The only positive outcome from them is that a GP can direct a patient to ear wax removal if they need it, in order to receive further treatment.</p>		
6	<p>SF informed the meeting that the Bereavement Group would start up again in the new year. A professional person will be brought in to run the group.</p> <p>The public toilet in the library which was not being used is going to be brought back into use. Its not ideal as there is no wheelchair access.</p>		
7	<p>A discussion about visitors to our group was held and OM suggested we invite Sarah Hayden with a view to becoming Dementia Friendly.</p> <p>SF will make the initial contact with Sarah for the New Year.</p>		
8	<p>Meeting Dates for next year: 4th Feb, 15th Apr, 3rd June, 19th Aug, 7th Oct, 2nd Dec.</p> <p>DO queried if the reception was ever left unmanned. JL reported that they were very short of staff and there was no cover. Hence there might be odd occasions when a Care Coordinator might leave reception briefly.</p> <p>SF asked if we could have our noticeboard back in the Practice. JL said it just needs recovering from storage and erecting. PP to look into that.</p>		

9	The next meeting will take place at 10:30 am on Wednesday, 17 December 2025, in the Health Centre.		