

PATIENT PARTICIPATION GROUP MEETING MINUTES

TUESDAY 18th November 2025

Present : Jane Rudon, Kerrigan Rudon, Susan Moore, Linda Haigh, Amanda Williams, Gwen Thompson, Roy Birch, Ian McCormack, Vicky Hill, Dr Mukadam, Klair King and Aaron Mann

Apologies: Irene Gwizdala, Stewart Hill and Ian Buehring.

NOTES	ACTION BY
<p>GROUP MEETING Jane Rudon opened the meeting and welcomed all members. There were apologies from: Irene Gwizdala, Stewart Hill and Ian Buehring.</p> <p>2. MINUTES OF THE LAST MEETING HELD ON 19th August 2025. Thank you to Vicky for providing the minutes of the last meeting. It was agreed that the minutes were an accurate record of the meeting.</p> <p>3. MATTERS ARISING <u>The Eye clinic.</u> The telephone number provided is correct, however this will only be answered during the short clinic hours. Patients are advised to call the main LRI switchboard. Eye casualty is for foreign bodies in the eye and detached retina. Doctors at a GP surgery can see patients for various other eye conditions. This topic provided a learning point for the practice.</p> <p><u>The Building</u> Plans have been submitted for a one and a two storey with dormer, teaching & meeting rooms. Will include a lift, so will be wheelchair access to all rooms. £800 maybe required for a bat survey depending on the time of year. Finance will swap to ICB. Six more rooms will provide almost half a million additional appointments. The practice plans not to need to move out during the work</p> <p>Aaron is to update appropriate places with pharmacy opening times over the Christmas holidays.</p> <p>4. STAFFING UPDATE Dr Mukadam will be off for 6 weeks from 25th November</p> <p>Martha joined on Monday, for Admin & Reception duties. Currently studying Open University child development. Possibility to progress to phlebotomy.</p> <p>Still looking for a practice nurse, 1-2 sessions per week while Melissa finishes her studies. The practice can use the NHS intranet to message all nurses regarding the vacancy.</p> <p>There has been a huge amount of staff illness due to flu hitting the UK a month early. Recommended good hygiene practice as during COVID Trying to get as many people as possible in for their vaccinations.</p>	

5. PRIMARY CARE NETWORK

There are ongoing efforts to get people to take up vaccinations.
Digital inclusion to free up telephone access.

6. RIGHT CARE RIGHT PLACE.

Cards and posters are to be distributed and displayed advising the appropriate place for a patient to contact. Promoting pharmacy first. All children under the age of 5 will be seen on the same day. Muscular pain to be directed to the physio.

7. FEEDBACK FROM PPG NETWORK.

Aaron has sent out a questionnaire about Right Care Right Place to all patients.
Aaron to check if paper copies of the questionnaire can be available.

8. COMPLAINTS AND PLAUDITS

Two patients wanting to claim back treatment costs for private treatment and treatment abroad. This is not possible.

A doctor not wearing gloves during a baby check. This resulted from an inexperienced health visitor giving incorrect advice. Doctors cannot feel sufficient detail on a baby while wearing gloves.

9. SIGNIFICANT EVENTS

A near miss was caught in time providing a learning point.

A patient tried to order Oramorph and morphine This is the same drug ordered two different ways. Going forward the surgery will now only prescribe Oramorph.

10. NEWSLETTER

Flu Clinics have distorted the "Did Not Attend" figures.

Susan described the contents of the newsletter.

There will be a list of abbreviations to help patients understand their medical records better.

11. DATE OF THE NEXT MEETING

The next meeting will take place on Tuesday 13th January 2026 at 4.45pm.

12. ANY OTHER BUSINESS

Congratulations to Klair who has passed level 3.

Jane thanked the group for attending the meeting and closed the meeting.