

St John's Medical Centre
PATIENT PARTICIPATION GROUP



Patient Participation Group Minutes

Meeting Date – 10/09/2025

Venue – St John's Medical Centre.

Surgery Representatives – Nikki Masson Practice Manager

Beth Gadd Reception Manager. Michelle Brown Medical Receptionist.

Stephanie Degnan Finance & Admin (Minute taker)

PPG Members AP PG VT BC ST MB

Apologies

AGENDA ITEM	DETAILS	ACTION
1	Welcome from NM who introduced MB and SD to the PPG members	
2	Last meeting minutes: Promotion banners for PPG would cost £106 in total plus artwork which is a lot of money. One of the PPG members has a stand in their garage which they bought in to show the other members. We can add a poster to the stand which would be a great visual aid and would be free. PPG members have looked into adding posters on supermarket noticeboards which is also free. PPG members have contacted Lincs Magazine who charge £35 for a small square, most people also don't read the magazine and will throw it in the bin. AP attended the ICB- PPG meeting with South & Southwest Lincolnshire surgeries. She advised that she has the meeting minutes for this meeting and will email them over to the other PPG members.	For information only. AP to email meeting minutes

3	What the PPG members bring to the meetings: AP expressed that our PPG group consists of 6 members with a wealth of experience. The group consists of 4 x Active Carers who between them care for different family members who have different care needs. They all agreed that carers don't necessarily understand that they are a carer due to looking after family members and therefore might not get the necessary help that they might need. A PPG member mentioned that some carer's might not be aware of the help that's out there. An example being that the system can be slow such as a DOLs assessment can take time and by the time it's finalised the assessment may no longer be fit for purpose due to the changes since the initial assessment. The PPG members felt that the cares pack could be reviewed and updated. St John's Medical Centre did host a coffee morning for carers, but the uptake has been poor despite calls being made to carers before the coffee morning. AP advised that one of the PPG members is an expert website consultant who can advise what needs to be updated and/ or removed from the website. NM advised that we can't just remove things off the website. The PPG members felt like some things on the website were in the wrong place such as the update to prescriptions, they felt it should come under prescriptions and not news. BG confirmed that the change to prescriptions is on both prescription and news tab on the website, as the change was such a big change this needed to go under news as well. BG & MB confirmed	For information only. NM is going to ask our Neighbour hood care coordinator to review this. For information only. For information only.
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	that it has made a difference with more people ordering prescriptions online as prescriptions are now more accurate which results in less errors being made. Reception have also seen a reduction in prescription request phone calls being made. St John's Medical Centre do understand and appreciate that not everyone can order prescriptions online and we have made adjustment for these patients. One of the PPG members highlighted that when they order their prescription online that there is a note section on requests where you can add a note but then there is a line that states 'notes may not be seen,' and therefore will still have to call to check that the note has been picked up which can defeat the point of requesting prescriptions online. BG confirmed we can see the notes box but repeat prescriptions will supersede any custom requests. NM advised that she's seen this message which is prepopulated by NHS and is something that is out of our control. NM confirmed that we gave a list to our website developer of what we want doing to the website and the result wasn't great but we are under contract with them. VT mentioned that it may be worth looking at another website provider.	
4	Feedback from Meet & Greet Day 21st July 2025: AP advised that it was very disappointing on the day of the PPG meet and greet to turn up 15 minutes before the scheduled start time to see that no handouts had been printed as she was told that the handouts were all wrong. All resources for the handout came from St John's website and that she had sent them in a week before the meeting. No advert had been posted on the St John's Facebook page advertising the meet and greet. BG confirmed that a staff member did look at the website and couldn't find	For information only.

where the information that was on the handouts had come from.

PPG members noted their disappointment at being notified only 15 minutes before the meeting that the handouts were incorrect, given that these had been provided to the practice a week earlier. They also felt that the staff member's response could have been more empathetic and constructive.

NM agreed that what happened wasn't right for all parties, but we need to work together as both staff and PPG members were left feeling despondent. One of the PPG members advised that they understand PPG is a legal requirement but if the practice is just looking to tick a box, then they've got the wrong 6 members.

BG advised that a lot is expected of the reception team and that their jobs is very fast paced and stressful, which isn't an excuse. AP advised that she has over 50-years of experience within admin so understands what being busy is, but time management and organisation is important. NM did advise that the meet & greet was also held during our peak holiday time, so we were also short staffed within the reception department.

One of the PPG members felt that a week was plenty of time for the handouts to be sorted. With hindsight the PPG members felt that it might've been more appropriate for the surgery to have postponed the meet and greet. AP was extremely upset with what happened. BG advised that it wasn't done deliberately and going forward we do need to work together. NM advised that sometimes people don't see all of the work that goes on in the background, for example trying to organise the carers coffee mornings.

Both the Practice Manager & the Neighbourhood Care Coordinator spent hours planning this coffee morning. They invested time calling several venues with some not even responding.

	They then reviewed their list of carers and sent out several text messages to carers inviting them to these coffee mornings. NM said that they even even spent quite a considerable amount of time calling patients, making them aware of how they may benefit from the carers mornings. We held one in the Practice Mangers room, one in the staff room and neither of these were suitable. The local church then kindly allowed us to use a hall and their facilities for a fee. This seemed to be working quite well but we received negative feedback that it was held in a church and as such was cold. The surgery has since been trying to source other locations, but they are either too costly or not appropriate.	
5	AP then asked what does the surgery want from the PPG members? NM advised that we would like to work with the PPG members to look at our patient surveys that we send out. AP advised that there is potentially going to be 32,000 more people living in the area in the future due to new housing developments and asked what that would mean for the practice and patient registrations. NM advised that GP practices aren't funded like they should be as we're classed as a business. Secondary care receives a lot of funding, but primary care doesn't. We have 3 partners, 2 of which are semi-retired. There is currently a 10-year plan where they are looking at moving secondary care services into the community. This potentially might mean creating hubs to deal with the demand. The 10 year plan includes hospital to community, analogue to digital and sickness to prevention.	PPG Members to look at patient surveys. For information only.

6	Changes coming in on 1st October: BG advised that practices would have to be available during core hours on their online system for prescription and routine requests from 1st October. At the moment Askmygp is normally closed within an hour of opening due to reaching same day service capacity. We are looking at stopping urgent requests once we reach our safe capacity limit, after this time patients will be able to continue to submit routine requests during the surgery's opening hours. If a routine request requires an appointment, then we can look at pre-booking appointments like we used to previously, this could mean around a 3-4 week wait for appointments but at this moment of time we can't confirm this. Previously when we used to pre-book routine appointment, you could be waiting up to an 8-week time frame to see a popular doctor. Whilst we are being told that we have to do this, we aren't getting any additional funding or support. On 22nd, 23rd and 24th September we are trailing, keeping Askmygp open for as long as physically possible to get an idea of how many requests we receive. We will then have two teams in reception, one dealing with urgent and one dealing with routine requests. A clinician will then triage all acute requests. We currently receive around 200 DNA's a month, with routine requests going to be prebooked this might mean we might receive even more DNA's. Unfortunately, we can't charge patients who DNA, but we do have a DNA policy in place where we send patient's letters for each DNA and on the 4th missed appointment within 12 months we will deregister patient's from the surgery. A PPG member advised that on some hospital letters at the bottom it'll state how much the consultation costs the NHS and suggested that the practice could do the same at the bottom of DNA letters. Currently at the moment our DNA's don't	For information only.
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	include GP appointments as they are done on a same day service but we will see an increase in the DNA's due to pre-booking of routine appointments. There might come a point where we will run out of routine appointments. BG & NM said that we are concerned as patients are now used to the current system.	
7	Computer reports: PPG Member asked if we could run reports for different demographics such as patient's with dementia, carer and veterans. NM confirmed we can. NM confirmed that she has also sent all our veteran patient's a digital link recently which is for an online booklet regarding the different type of veteran services that are provided to support them and their families.	For information only.
8	Meet & Greet- are they worthwhile? PPG members confirmed that even without the handouts that they did stay and speak to patients. BG felt that once the new change has happened on 1st October it might be worthwhile doing another meet & greet to get the message across. The PPG members did advise that they did help other patients with the NHS app and explained to patients how to use it for things such as ordering prescriptions and that patients did appreciate this coming from other patients.	For information only.
9	Any other business: PPG to put a patient survey together. Will also look at arranging another meet and greet after 1st October.	PPG Members to look at patient survey and to arrange next meet & greet.

ACTION KEY

RED – PPG Members to consider/action.

BLUE – No action needed

GREEN – Surgery to action

