

THE STATION PRACTICE

Patient Participation Group (PPG) Meeting Minutes

Date: 16 July 2026

Time: 1:30pm to 3:00pm

Venue: The Station Plaza Health Centre

Chair: SH (Stephen Hart)

Present

PPG Members

- SH (Chair)
- JL
- SG
- GD
- GV
- ST (New Member)

Practice Representatives

- CM (Practice Manager)
- IG (QOF Manager / Information Governance Lead)
- KM (QOF Administrator)
- RB (Lead Pharmacist)

Guest

- Christine Orme (NHS Property Services)
- Apologies NH

1. Welcome and Introductions

SH welcomed attendees and opened the meeting.

CM explained that the meeting was being recorded using Fathom AI to assist with the production of meeting minutes. Members were advised that recordings are used solely for the preparation of minutes, which are reviewed and approved by the Chair before publication on the practice website.

A warm welcome was extended to new PPG member ST, who introduced herself and provided a summary of her background, including extensive experience within children's residential services, social work, Ofsted inspection and quality assurance.

Members introduced themselves and outlined their current roles within the practice.

2. Approval of Previous Minutes

The minutes from the previous PPG meeting were reviewed.

No amendments were proposed.

Decision: Previous minutes approved as a true and accurate record.

3. Estates and Building Update

Christine Orr from NHS Property Services provided an update regarding building maintenance and estates management.

Drug Misuse Prevention Measures

Christine reported that significant work had been undertaken to address previous concerns relating to antisocial behaviour and drug use within the building.

Improvements included:

- Anti-graffiti treatment to affected areas.
- Installation of highly visible warning signs throughout the building advising that drug use will not be tolerated.
- Expansion of access control arrangements using the FOB system.

- Restriction of access to areas not intended for public use.

Christine reported that since the implementation of these measures:

- No discarded needles have been found by cleaning staff.
- No incidents involving drug use within toilets have been reported.
- No further concerns have been raised by building users.

Members welcomed this improvement.

Building Maintenance

Christine advised that:

- Air Handling Units (AHUs) had recently been serviced.
- Various pumps had been replaced.
- General maintenance continues across the building.

During the meeting, a leak was identified near the meeting room area.

Christine agreed to investigate immediately following the meeting and report concerns back to NHS Property Services.

Action

Christine to investigate and report the AHU-related leak identified during the meeting.

Lift Reliability

Members raised ongoing concerns regarding lift reliability and damaged lift controls.

Christine explained that:

- Lift maintenance contracts are centrally procured by NHS Property Services.
- Local teams have limited control over contract performance.
- Replacement parts have already been ordered.
- Interim repairs could risk causing wider lift failures.

Members were reassured that repair works remain ongoing.

Accessible Toilet Access

A member raised concerns regarding the disabled toilet on Level 3.

Discussion highlighted that:

- Access is currently controlled due to historical misuse.
- Some patients may not realise that assistance can be provided to gain access.
- Signage does not clearly explain how patients should obtain access.

The group agreed that improved signage may help reduce confusion whilst maintaining appropriate safeguarding controls.

Action

Review signage explaining how patients can access disabled toilet facilities.

4. Staffing Update

CM provided a staffing update.

New Appointments

Since the previous meeting:

Administrative Team

- A new Care Coordinator has been recruited and has now been in post for approximately six weeks.
- Additional reception staff have joined the practice to support service delivery.

Nursing Team

Two new nurses have joined the practice from secondary care backgrounds.

Both are currently undertaking training and development to support their transition into General Practice Nursing roles under the supervision of the Lead Nurse.

Medical Secretaries

The practice continues to experience recruitment challenges.

Although several candidates have accepted offers, multiple applicants subsequently withdrew before commencement.

Further interviews are scheduled.

Members acknowledged the challenges currently affecting healthcare recruitment nationally.

5. DNA (Did Not Attend) Monitoring

CM presented an update regarding appointment non-attendance.

Current DNA rates remain between approximately 5%-8%.

Discussion highlighted:

- Variations depending upon the season.
- Increased cancellation requests during periods of very hot weather.
- Patients generally providing reasonable notice when cancelling appointments.

The practice continues to monitor DNA levels closely.

No additional actions were identified.

6. Flu and Covid Vaccination Programme

Members received an update regarding vaccination activity.

The practice confirmed that care home vaccination visits had now been completed.

Discussion took place regarding:

- Allocation of care homes across practices.
- Weekly GP ward rounds.
- Continuity of care.
- Medication reviews.
- Safeguarding responsibilities.

RB explained the structure of care home support and outlined the close working relationship between clinicians, pharmacists and care home staff.

Members welcomed the detailed explanation.

7. Blood Test Booking and Long-Term Condition Reviews

A significant discussion took place regarding blood test processes.

A member described a personal experience where they believed additional blood tests could have been undertaken at the same appointment.

RB, KM and IG explained:

- The practice uses structured annual review systems.
- Reviews are organised around long-term conditions.
- Monitoring requirements vary between conditions.
- Blood tests cannot always be combined due to differing review schedules and clinical governance requirements.

The group heard how:

- Patients are recalled through various safety-netting systems.
- Reviews are planned around birthdays and annual recall programmes.
- The aim is always to reduce duplication where clinically appropriate.

KM explained her role in coordinating multiple long-term condition reviews and combining monitoring requirements whenever possible.

Members expressed appreciation for the complexity involved but noted that the patient experience can sometimes feel confusing.

A concern was also raised regarding blood test booking signage and whether patients understand that blood forms must be authorised before attending external phlebotomy services.

Action

Review patient-facing blood test booking information and signage to improve clarity regarding blood forms and external booking systems.

8. Pharmacy Team Update

RB provided an overview of pharmacy services within the practice.

Discussion covered:

- Medication reviews.
- Long-term condition monitoring.
- Query management.
- Acute prescribing.
- Repeat prescribing.

Acute vs Repeat Prescriptions

Members expressed confusion regarding what constitutes an acute prescription.

RB explained:

- Acute medications are often issued for assessment or trial periods.
- Repeat medications are authorised only once suitability has been established.
- Follow-up arrangements should be clearly communicated by the prescribing clinician.

Members suggested that greater patient education may be beneficial.

Action

Include information regarding acute and repeat prescribing within future practice communications.

Medication Monitoring

RB explained that:

- Medication-related queries can be directed to the pharmacy team.
- Pharmacy tasks are reviewed daily.
- Patients experiencing side effects should contact the surgery for advice.

One member highlighted concerns regarding follow-up arrangements following medication changes.

The discussion identified that communication around expected review arrangements could potentially be strengthened.

Action

Remind GPs and prescribing clinicians to task the pharmacy team where follow-up medication review is required.

Vitamin Prescribing

A discussion took place regarding vitamin prescriptions and NHS prescribing restrictions.

RB explained that many vitamin products are no longer routinely prescribed under NHS guidance unless patients meet specific exemption criteria.

An individual patient concern was identified and RB agreed to review the circumstances separately.

Action

Review individual vitamin prescribing circumstances against NHS prescribing guidance.

9. Digital Access and Patient Apps

Members discussed:

- NHS App.
- Patient Access.
- Engage Consult.
- Online consultations.
- Data sharing between healthcare organisations.

Concerns included:

- Multiple systems creating confusion.
- Inconsistencies between platforms.
- Difficulty understanding what information different organisations can access.

Practice representatives acknowledged the frustrations and confirmed that digital integration remains a priority nationally.

CM advised that future developments may result in more streamlined access pathways.

10. Reception Team Functions

Members requested additional information regarding:

- Reception responsibilities.
- Training.
- Call handling processes.
- Signposting arrangements.

Due to staff absence, a detailed discussion was deferred.

Action

Reception team role and training discussion to be included on a future agenda.

11. Online Appointment Booking

Members suggested that online booking systems should display clinician gender alongside names.

The suggestion was generally supported.

Action

Investigate whether clinician gender identifiers can be added to online booking lists.

12. GP Attendance at Future PPG Meetings

Members requested attendance from a GP Partner at a future meeting.

CM advised that efforts would be made to secure GP attendance at the next meeting.

Action

Invite GP Partner representative to October PPG meeting.

Agreed Action Log

Action	Lead
Investigate AHU leak	Christine Orr
Improve disabled toilet access signage	NHS Property Services / Practice
Review blood test booking signage and blood form information	Practice Team
Remind clinicians regarding pharmacy follow-up tasking for acute medication reviews	Clinical Team
Review vitamin prescribing query against NHS prescribing guidance	RB
Invite GP Partner representative to next PPG	CM

Explore addition of clinician gender identifiers within online booking systems	IG
Include explanation of acute and repeat prescribing in patient communications	Practice Team
Add reception team role discussion to future agenda	CM

Date of Next Meeting

Thursday 8 October 2026

1:30pm

PPG Chair Planning Meeting (Microsoft Teams)

17 September 2026 at 10:30am

Meeting Closed: 3:00pm

Minutes subject to approval by SH (PPG Chair) before publication.