

**Castle Mead Medical Centre**

**CASAG PPG Minutes 08/12/2025**

**6pm to 7.15pm**

**Hinckley Site**

**Confirmed Attendees:** NC (PM), Dr JEP, KL (CASAG Chair), GB, BS, SB, JC, SG and JH.

**Apologies:** AH, HS,

**New Members:** None

**Key:**

CASAG = Castle Mead and Stoke Golding Action Group

PPG = Patient Participation Group

ICB = Integrated Care Board

DNA = Did Not Attend

**1. Welcome and Introduction from Chair – KL**

- KL Wished everyone a warm welcome.
- Leslie Gent, has emailed to confirm she is no longer able to be a member of the PPG. Members said they were sorry to hear this as Leslie was a great member.

**2. Recruitment and 2026 format:**

- A discussion was held regarding recruitment for 2026, with an emphasis on ensuring members who cannot attend every session still feel welcome and part of the core group.
- Due to stalled recruitment, a discussion was had about Monday meetings and a decision was made to alternate meeting days between the first Monday and the first Tuesday of each month.
- **PPG Development –** What does becoming more patient centred PPG look like?
  - Members of the PPG have previously asked what Patient Centre / self-sufficient meant. NC / JEP clarified that there has always been a wish for the PPG to manage themselves, liaising directly with the patients without any practice staff input and feeding back to the practice via the meetings. Essentially would act as another set of eyes and ears meaning the group should act on behalf of all patients, bringing patient-relevant issues to meetings so the practice can better address current needs.
  - Members of the PPG didn't know what the remit was for this and what they could do for patients. Examples brought up previously were the practice becoming a Dementia friendly practice, Car parking issues and creating more space for mobility scooters. These topics came from direct correspondence with patients and were brought to the meeting for discussion and outcomes were successful.
- **Development of PPG Patient Support Sessions –** There was also a brief discussion about the Development of the in-practice PPG Patient support sessions and a need to developing the about how patients collate these issues. PPG Patient support clinics which unfortunately, due to a number of factors, didn't happen as planned.
  - NC reminded the group of the reasons why we decided to develop a PPG patient clinics in the surgery and it was linked to a discussion that started a around becoming more patient centric / self-sufficient PPG.
  - As discussed this is the first step to the group to driving the narrative and discussions in the meetings and really help the practice understand what was needed from a patient perspective.
  - JC though that this was not the right way to get patients thoughts and wouldn't cover much.
  - Others thought it was a start and that should we again look at what would the first face to face PPG support session look like:
  - Speak to patients in the waiting area and get an understanding of their issues was one way the practice was running.

- NC has already ordered PPG Badges so patients know who they are and the first sessions were sorted – they will say: PPG Member.
- We discussed that the best time for a trial a PPG support session would from 10am to 12 noon.
- NC would ensure these sessions are promoted on notice boards, Facebook, the website and in the next newsletter.
- We could discuss again at the next meeting and review what we can do better for the next meeting. There was a suggestion that we would run one every 6/8 weeks.
- What kind of things can patients ask as they felt that they wouldn't be able to answer some questions without crossing some kind of line. NC said it would be easy to judge what was appropriate and what's not:
  - The feeling was that only questions or feedback that concern things like access to appointments, services issues with the building or car park, how to use the NHS app or access medical records, etc can be taken back to the meeting by the team for us to take away and get you answers.
  - Any question that an individual asks about their own individual care or that starts with I'd like to make a complaint – Refer to the reception team.
  - Suzie and Jenifer said they would do something at Stoke if they were available and after feedback.

- **Other types of things we want the PPG to be helping us with are:**

- Site walk rounds and audits where areas for development are identified and brought to our attention.
- Continue to help with notice boards up to date.
- Volunteering for Flu campaigns.

3. **Future Events Carried over** - Members expressed frustration that while discussions happen, there is a lack of action, though past events were acknowledged as successful.

- A proposal was made to hold four events throughout 2026, with the agreement that this would require significant input from the PPG, not just the practice staff.
- NC / JEP reminded the group that nothing could be done in the surgery before April 2026 due to the proposed work.
- The PPG would like to carry on with the organisation of a future session tailored to other health concerns relevant to our patient population.
- Potential future areas for an event are:
  - NHS app training
  - Breast awareness,
  - St John's Ambulance,
  - diabetes,
  - Childrens' Health
  - Research
  - active together sessions.
  - Women's Health events in October - included menopause There was a discussion about menopause and HRT
  - Other women's issues were to be looked at that are on trend at the time.
- Promotion for events would utilise social media and batch texting to patients. The availability of rooms at the Diagnostic Centre for larger events needs to be investigated.
- NC to Enquire with Shelley about the possibility of a St John's Ambulance event. To explore this as a potential event for 2026.
- NC to contact the Diagnostic Centre about room availability for larger events. To determine if the venue is suitable for planned PPG events.

4. **Federation Wide PPG** - The Federation's desire to increase PPG numbers across 12 practices was noted. A representative, Sue Holt, wishes to attend a future meeting to discuss reviving the PPG/Federation link. Any PPG member, not just the chair, can attend Federation meetings.
  - NC to Arrange for Sue Holt from the Federation to attend a future PPG meeting.
5. **Appointment System Review** - The new appointment system was reviewed. It has been adjusted to increase the number of pre-bookable routine appointments to reduce the demand for on-the-day bookings.
6. **New Building Work at Hinckley** - Nick presented plans for new building improvements at Hinckley, which are contingent on successful funding. If approved, the work will start in early 2026 and must be completed by March 2026.
  - **March 2026:** Completion of the new building work at Hinckley, if funding is approved.
7. **Next meeting is scheduled for Tuesday**, 13th January from 6-7 pm at Hinckley.
  - Meeting dates will alternate between the first Monday and the first Tuesday of the month to improve attendance and aid recruitment.