

**Castle Mead Medical Centre**

**CASAG PPG Agenda 16/01/2026**

**6pm to 7.15pm**

**Hinckley Site**

**Confirmed Attendees:** NC (PM), KL (CASAG Chair), Dr JEP, SH (Federation Care Coordinator), GB, BS, SB and HS

**New Members:** No new members

**Apologies:** JC, SG JH

**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.

**2. Introduction SH – Federation Care Coordinator:**

- Background in NHS and General Manager
- Her Role in the Federation is a care coordinator for Hinckley central and she will help the H&B Federation with healthcare projects.
- Her Plan is to develop a wider PCN PPG Network for all 12 practice and will be working to start with the 4 in Hinckley central.
- SH confirmed that her and her colleague would be running a NHS App Session – 9am to 1pm January 30<sup>th</sup>.
- SH asked about the practice having a NHS App ambassador (maybe one for each site) – NC said he will ask staff however at the minute we are really struggling to manage our core workload and adding roles to staff would not be right just yet.

**3. Hinckley Diagnostics Centre**

- NC confirmed he had messaged the Manager and managed to arrange a formal visit for a couple of PPG members and staff.

**4. Practice Discussion:**

- **Building Work** – NC confirmed that the building work will Commence Feb 21<sup>st</sup> and this will be for a month. NC confirmed that the reception area will be out of use for meeting or events for that time. The PPG agreed to move the meeting to Stoke for March.
- **New Appointments Services** – There was a discussion about the Planned Implementation of a new appointments and admin service that starts at end of February 2026. Its due to bolt onto the front of the phone systems and help patients manage a number of appointment based / administrative tasks without the need to speak to anyone in the surgery.

**5. Recruitment and 2026 format:**

- A further discussion was held regarding recruitment for 2026
- Emphasis was on ensuring members who cannot attend every session still feel welcome and part of the core group and we reiterated the decision to alternate meeting days between the first Monday and the first Tuesday of each month.
- A promotional text was sent out by the H&B fed and NC will respond to any that comes through

6. **PINNED ITEM - Future Events Carried over**

- 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.
- 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.
  - St John's Ambulance event. PPG To explore this as a potential event for 2026.
- NC / JEP reminded the group that nothing could be done in the surgery before April 2026 due to the proposed work.

7. **Next meeting is scheduled for Tuesday, 13th January from 6-7 pm at Hinkley.**

- Meeting dates will alternate between the first Monday and the first Tuesday of the month to improve attendance and aid recruitment.