

Castle Mead Medical Centre

CASAG PPG Minutes 09/02/2026

6pm to 7.15pm

Hinckley Site

Confirmed Attendees: NC (PM), KL (CASAG Chair), Dr JEP (CMMC GP Partner), GB, BS, JH, SG, SB & HS

New Members: JE and KR

Apologies: JC, SH – (Federation Care Coordinator)

Key:

CASAG = Castle Mead and Stoke Golding Action Group

PPG = Patient Participation Group

ICB = Integrated Care Board

PCN = Primary Care Network

DNA = Did Not Attend

1. Welcome and Introduction from Chair – KL

- KL Wished everyone a warm welcome. The attendance was very promising and included 2x new members – JW / KR

2. Review of January Minutes and Actions

- The minutes from the last meeting were reviewed along with the actions taken.
- **SH – Federation Care Coordinator – Introduction: SH keen to build up the PPGs in the Hinckley Central PCN**
- NHS App – NHS App Session – AM January 30th Feedback from Session - See feedback below.
- **Confirmation of Building Work** - Commence Feb 20th
- **Confirmation of New Virtual Care Navigation** – Check and Cancel Appointments and Prescriptions over phone - Commence Feb 11th
- **Covid Vaccines** – Practice Business Decision not to sign up to do them in the future.

Agenda Items

3. PPG Recruitment with a Focus on Young People

- The group discussed recruiting younger members for the PPG.
- It was noted that several new patients have already joined the group in the last month.
- The goal is to continue increasing these numbers.

4. Review of PPG Information Governance

- Does anything need amending on the website page or in the terms of reference for the meeting – NC to send out the info just before the March Meeting.

5. Visit to Hinkley Diagnostic Centre

- **On the back of** NC confirming he had messaged the Manager of the new CDC and managed to arrange a formal visit for a couple of PPG members and staff. KL reported that the Diagnostic Centre is happy to host two groups of four people for a visit.
- LL, HS & SB expressed interest in attending.
- **NC** also wants some of his staff to attend but with building work planned to start soon this isn't a priority atm and he will organise who will go in April.

6. Befriending Service Discussion

- The group discussed the befriending service introduced by SH of the Federation Care Coordinator.
- KL provided an update, reading from a document that outlined a one-hour weekly session requiring volunteers and GP referrals.

- There was confusion about whether this was an update on a new service or a request for volunteers from the PPG.
- Conclusion: NC will ask SH to clarify the details, especially regarding the need for volunteers.

7. Feedback on NHS App Meeting

- As SH was not present, there was no formal feedback on the NHS App meeting.
- This topic will be added to the agenda for the next meeting.
- Attendees reported that the meeting was very positive from a patient's perspective.
- A concern was raised about the lack of confidentiality in the area used for the meeting.
- NC clarified that due to how the invites went out it was felt an "area" and not a "room" would be better for the event. He suggested that rooms are at a premium in the surgery and clearer requirements would be beneficial for future events.
- **SH to feedback in next meeting she is able to attend.**

8. Actions

1. NC to ask SH for clarification on the befriending service details.
2. Add NHS App meeting feedback to the agenda for the next meeting.
3. KL to Coordinate logistics for the Hinkley Diagnostic Centre visit (confirm attendees for two groups of four)
4. NC to confirm which staff will attend; schedule dates/times).
5. Define and agree specific actions to recruit more young people to the PPG.

9. Topics for Future Discussion

- The following items were mentioned but not discussed in detail and may be carried over:
 - Friends and Family Test discussion.
 - Update on the implementation of the new Think Healthcare system.
 - The new GP contract starting from April 2026.

10. 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.**

11. Next meeting is scheduled for Tuesday, 10th March 2026 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.