

Woodville Patient Participation Group (PPG)

Minutes of meeting held on 9th December 2025 at 6:00pm

Present : Nicola Clist – **Nursing Associate**
Karen Gothard – Practice Manager
Micky Locke
Nick Locke – PPG Chair (WoodvillePPG@21JubileePark.com)
Danielle Marratt – Operations Manager
Jenny Slawson
Alan Wright

Absent / Apologies : Lyn Hackett
Roy Hackett
Harry Jolley
Sabyta Mackay
Peter Slawson
Ann Wright

Previous Minutes

98 The Surgery has signed up to the Derbyshire Carers' Association, led by the Carers' Champion. There is going to be a coffee morning, at which PPG help would be welcomed. It was suggested that we should also provide a demonstration of the NHS Application, to try and spread its use. **All**

3rd July – Ongoing. Noted that following the earlier presentation, we are now also in a good place to explain the principles behind the signposting process if needed.

9th October – Deb introduced the Derbyshire all age Carer Support Service (more detail attached). The practice is striving to attain the carer-friendly accreditation. As part of that, PPG members would be very welcome to take the training course and, as discussed previously, would be very welcome to take part in the event in February. We will discuss at the next meeting.

9th December – No date has yet been set for the coffee morning. We would like to understand the format of the training.

106 Two PPG members (and presumably other patients) were not offered flu jabs at Ragsdale House. Instead, they were offered options such as Tesco in Ashby. Nick will raise this anomaly with the PCN. **Nick**

9th December – Nick has chased the PCN for a response.

107 One PPG member noted that a family member had been given a Saturday appointment with a GP at Ragsdale House. At the appointment, the patient was told that a referral to hospital for a test was needed. They were then told to visit their own surgery and ask for the referral to be made. It is unclear why the GP couldn't have simply made the referral. Nick will seek clarity from the PCN. **Nick**

9th December – Nick has chased the PCN for a response.

Matters Arising

- 109** It was noted that a response is still awaited from the PCN on the matter of misleading information provided in the Covid texts. **Nick**

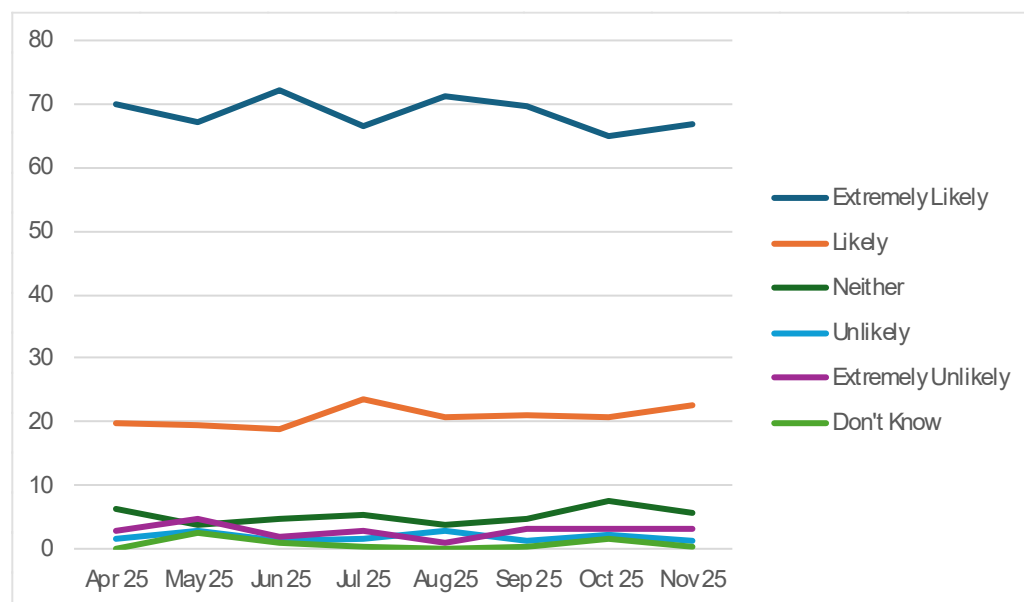
Any Other Business

110 It was noted that some blood tests and lower-level nursing consultations are being undertaken at Ragsdale House, providing some relief to the Surgery.

- 111** It was noted that there has not been a PCN PPG meeting for a long time. We will ask for details of the next meeting. **Nick**

Friends and Family Survey

This section of the minutes tracks the Friends and Family results over time, with any particularly good or bad comments being discussed at the PPG meeting. Note that the responses are tracked as a percentage of the total number of responses received to allow comparison between months, as differing numbers of responses are received each month.



PPG Guidelines

These guidelines are expected to evolve over time.

- The PPG exists to improve the patient experience at Woodville Surgery.
- We need to monitor trends so that we can detect improvements and/or deteriorations and react accordingly.
- We could review the GP survey – but that has a limited audience and a low response rate. We could also consider a separate in-house survey.

Date of Next Meeting

Tuesday 10th February 2026 at 6:00pm.