

Woodville Patient Participation Group (PPG)

Minutes of meeting held on 10th February 2026 at 6:00pm

- Present** :
- Nicola Clist – Nursing Associate
 - Karen Gothard – Practice Manager
 - Lyn Hackett
 - Harry Jolley
 - Micky Locke
 - Nick Locke – PPG Chair (WoodvillePPG@21JubileePark.com)
 - Danielle Marratt – Operations Manager
 - Jenny Slawson
 - Alan Wright
 - Ann Wright
- Absent / Apologies :**
- Roy Hackett
 - Sabyta Mackay
 - Peter Slawson

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.

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.

10th February – The first Carers' Association clinic was held last Friday. It was deemed to be a resounding success and will now be held monthly.

- 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.

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

10th February – A response from PCN has been received and it seems that there has probably been some confusion between invitations from the PCN and from NHS England. We will endeavour to keep a close eye on the next set of reminders.

- 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.

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

10th February – A response from the PCN has been received, from which it appears that the referral process which is in place was not followed on this occasion.

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

10th February – A PCN response apologises for confusion caused by text messages and an assertion that there is confidence that all eligible people were offered a vaccination.

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.

**Lyn /
Nick**

10th February – The PCN apologised for the lack of meetings, subsequently advising that the chair has had to stand down and confirming a meeting on 25th March. We did question the need for the PPG as there has not been a meeting for almost a year. Subject to availability, Lyn and Nick will attend the next meeting.

Matters Arising

112 The meeting discussed the PCN which, to patients, is seen as an extension of the services provided by our surgery – and therefore will affect the surgery's reputation. The meeting felt that the clinical services are great, with no issues from anyone who has attended Ragsdale House. However, it was felt that the administrative side of things needs improvement – factually incorrect texts, texts with spelling and grammar errors, the referral process not being followed, lack of a PPG meeting for almost a year. Nick will share this minute with the PCN.

Nick

113 The meeting recalled a previous update from the PCN, regarding the Care Quality Commission, where we were told that a *temporary* arrangement was in place whereby the PCN would rely on the individual surgery registrations. Nick was asked to find out the latest position.

Nick

114 It was noted that Citizens Advice is using a room at the surgery each week to hold consultations. The first clinic was last week and there was a full list of people attending. The meeting felt that this was great news as it made access to Citizens Advice easier.

Any Other Business

115 It was noted that several patients have received invitations to “Heartburn Health” or “Dementia”. These appear to have come from NHS Research and it was confirmed that this is unrelated to the surgery. It appears that there is an opt-out option, with patients assumed to be “opted in” initially.

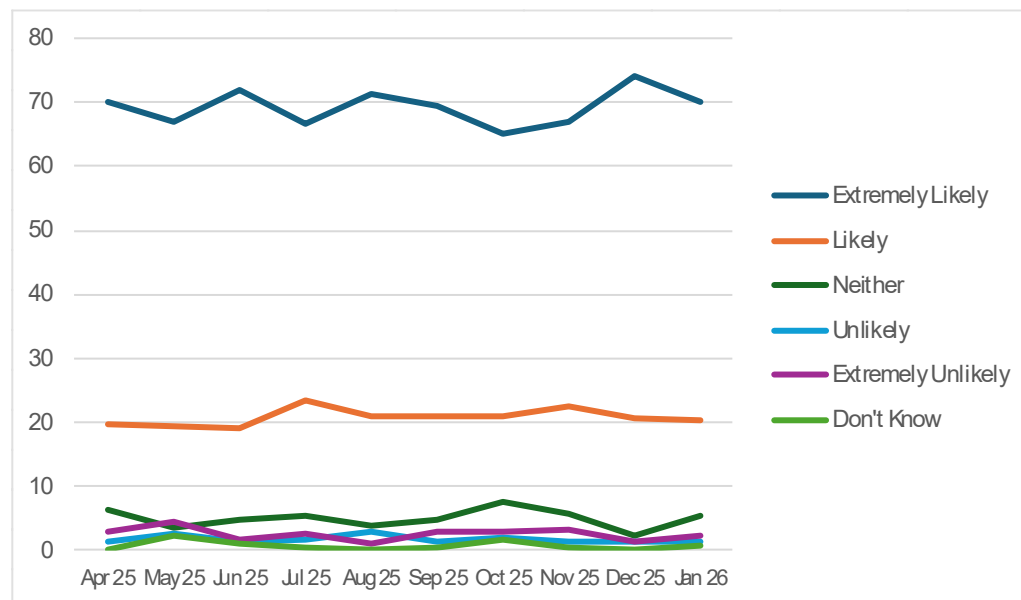
115 It was noted that two of the social prescribers attended a “connections” meeting recently, in order to understand the options for referring patients. It was good to see their interest, and a poster will be obtained to display in the surgery.

Micky

116 A PPG member had received a text message invitation to undertake home blood pressure readings for several days. It was noted that the requisite number of days was not actually available before the request expired. Danielle has reported the issue to SystemOne.

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 28th April 2026 at 6:00pm.