



FALKLAND HOUSE SURGERY PATIENT PARTICIPATION GROUP

Minutes of the PPG Steering Group
Thursday 18th September 2025 between 6-8pm
at Falkland House Surgery

Present: Jan Bergstrom (JB arr 6.05); **Chair - Margaret Booth (MB); Treasurer - Rachel Cadman (RC arr 6.05);** Meg Crook (MC); Mandy Dakin (MD2); Nigel Dakin (ND); Hilary Dawson (HD); Jean Gater (JG); **Deputy Chair - Nigel Gater (NG);** Enid Hirst (EH); Mark When (MW); **Communications Officer - Pearl Woodward (PW arr 6.20).**
For the Practice; Dr. David Linsky (DL)

1. WELCOME (MB)

MB welcomed all.

2. APOLOGIES (MB)

Secretary - Mike Dyson; Zoey Hall – Practice Manager.

3. INPUT FROM THE PRACTICE (DR DAVID LINSKY)

Suggested PPG Key Priorities 2025 – 2026 arising from the new GP contract.

Since the last meeting the new Physician Associate, Louise McDermid, has had her contract updated and is now available for appointments Monday, Tuesday and Friday. At the end of October, she will be full-time, and is at present paid for by the Porter Valley Network. There was positive feedback from many Steering Group members who said how satisfied they were with her performance. She is highly regarded by the Doctors who triage the patients and then arrange for her to see some patients unsupervised, and she consults the Doctors if she has any queries. She is not authorised to prescribe medicines without prior permission from the doctors. Dr Linsky stated that her input has resulted in allowing more time for the Doctors to concentrate on patients with more complicated requirements. At present the position of Physician Associates is under threat by The Royal College of GP's, so the future is uncertain.

A new registrar, Elishba Pervez has been appointed. She is in her last year of GP training and will be with the surgery until the end of February 2026. Two more receptionists, Victoria and Yelana have been appointed on a part-time basis.

The new telephone system is much more reliable than the old one, resulting in a reduction in the number of patient complaints, although as JG pointed out there still appears to be no option for patients to leave a request for a call back to save them holding. **ZH for action.**

Ear syringing has been re-introduced at the surgery to be carried out by Jackie.

Dr Linsky surmised that under the new contract there were no major requirements from the PPG at present.

There was discussion regarding on-line access for patients – Accurix will be left open from the end of October for non-urgent enquiries. The system response time is 48 hours, but there can be some confusion by patients due to their not receiving responses from the Doctors on the same day. The most urgent priority for the Doctors is to respond to the triage calls, which necessitate a response on the same day. The PPG could possibly help clarify this with an inclusion in Patient Guide 2 – **MB/PW/ZH to pursue.** As well as Accurix there is 'system on-line' which deals with prescription requests.

There needs clarification as to which system/s the surgery would prefer to pursue. **ZH/MB**

Key priorities from the PPG for the Practice – These remain a continuation of support from the PPG as follows:

Vaccination Clinics; Christmas Quiz; Garden Project; Newsletters; 'You said, we did'; Waiting Room Screen updates; Appreciation hampers for staff; Patient Guides.

Practice team hamper delivery date and arrangements.

MD2 and ND agreed to once again organise, with an October delivery date to be set, after the vaccination programme.

Any other items.

There were none raised.

4. MINUTES OF THE AGM AND STEERING GROUP HELD ON WEDNESDAY 11TH JUNE AND MATTERS ARISING (MB)

Due to requirements of the new bank, the original minutes had to be altered, but only to cover full names and titles of those with responsibility for the new banking arrangements. There were no objections to this.

Confirmation of Membership Secretary – Left over from the AGM as **MD** was unable to attend. **MB** had approached **MD** between meetings and he had agreed to carry on for another year.

5. TREASURERS REPORT (RC)

RC reported that as a result of Metro Bank's requirements, Minutes of the AGM were revised and presented at the bank before the PPG could transfer their account from Lloyds to Metro. This had involved **RC, MB and NG** presenting themselves with proof of identities and further forms being completed. **RC** reported that the new Bank Account is now in operation, with a Debit card, Cheque book and internet banking facility. However, Metro Bank has since announced a handling charge for the account of £3 a month, commencing November. This represents a small saving on Lloyds with the advantage of no charges for paying in. The account stands at present at £978.90.

6. COMMUNICATIONS OFFICERS REPORT (PW)

PW had circulated her report prior to the meeting. Updates were: 40 newsletters, not 30; the Autumn Newsletter was 2/3 completed; suggestion made by **EH** for **PG1's** to be placed in the entrance to the surgery (**PW**). Only 25% of **PG1's** had been taken from the surgery Waiting Room. The Vaccination Special newsletter was now completed; as **ZH** was not present there was no progress regarding access to patient addresses.

7. GARDEN PROJECT REPORT (JG)

JG had circulated her report prior to the meeting. Additions were: a further gardening session is set for after 2pm on Wednesday 1st October. This will be to initially tidy up the front paths and troughs in readiness for the main Saturday vaccination sessions. **JG** particularly thanked **PW** and her husband for reduction pruning of the Magnolia. The opinion of the group is that it could be made narrower – further discussion with **ZH** required (**JG**). Once decided, new winter planting will be arranged for the troughs and pots in the back garden. (**JG**).

8. CHRISTMAS QUIZ (EH)

Last years-time schedule has already been circulated to the team and a meeting has been arranged to decide this year's quiz theme. From last year's results it was found that few people paid by card and **EH** would prefer cash or cheque payments to be encouraged. **RC** reported that she had experienced people who had no money on them at the time of purchase and promised to pay, simply hadn't! It was agreed that this was unfortunate but a waste of time pursuing. **NG** requested some collection boxes so he could approach the Dementia Café at Bents Green Methodist Church for their support (**MD2**)

9. VACCINATION SUPPORT 2025 (MB)

MB circulated dates and a timetable of those PPG members who would support the surgery for vaccination sessions. It was clarified that Covid vaccinations are for age groups 75+ and Flu 65+. **PW** volunteered to set up a table for the Wednesday and Thursday sessions to display newsletters and PG1's. All PPG volunteers were reminded to pick up their name badges from reception, and to give out PPG materials to patients when they are leaving the session.

10. DECISIONS ON PPG KEY PRIORITIES 2025-26 (MB)

MB circulated a table of key priorities prior to the meeting for discussion. There are fourteen key priorities itemised. See inserted table for up-to-date progress following discussion. Some items were discussed prior – see above.

	Priority Outline	Agreed	Not Agreed	Co-ordinator Other Members
1	Priority suggestions from the Practice relating to the new GP contract (held over from 11 th June)	Brief discussion. Agreed in principle to include Accurix for Patient Guide 2.		? +
2	Christmas Quiz 2025	Discussed. See Minutes above.		Enid Pearl/Hilary/Mandy/ Nigel D/Meg +
3	Vaccination Support: 4 th and 11 th October 2025	Volunteers and reserves now agreed for all four sessions to allotted times.		Margaret Pearl to distribute Newsletters and PG1.
4	Gardening group	The team will continue with their work for the garden.		Jean Pearl/Jan/Nigel(G)/ Mandy/Nigel(D)/ Hilary/Meg/Margaret
5	Continued links with Practice Team: Hampers PPG Information Leaflet for Staff	Discussed and agreed. Hamper to be organised for October. Agreed in principle.		Mandy and Nigel D Margaret and Zoey to further.
6	Complete, distribute, evaluate Patient Guide 2	Not yet completed. Work continues.		Margaret Pearl, Zoey, Hilary, Jan
7	Establish new bank account arrangements	Completed.		Rachel Nigel(G) Margaret

8	Communication with patients re 'You Said, We Did' outcomes of 2024/2025 patient evaluation	Team working well.		Margaret Pearl, Zoey
9	Enhancing patient communication: On-going communications system PPG/patient email system development	Agreed in principle. No volunteers at present. Jan presented his research. To circulate findings for discussion at next Steering Group Meeting.		Pearl Jan/Margaret Pearl
10	Increasing PPG Membership	Agreed in principle including follow-up from Item 9 above for next Steering Group Meeting.		? + No volunteers at present.
11	Links with PVPCN/Healthwatch	Third Patient Voice event on 23 rd October. NG to deputise and give short presentation on FHS PPG. Other PPGs to present.		Margaret/ Nigel G
12	Support Practice CQC Inspection if this occurs	Confirmed when occurs.		Margaret +
13	Continue PPG Roles and Responsibilities Review prior to 2026 – 2027 officer appointments	Not discussed.		Margaret All Active Members
14	Application for Corkill Award	Not applying this October. To assess the viability. To monitor this year's applicants and results.	/	? +

11. ESTABLISHING A PPG/PATIENT COMMUNICATION SYSTEM: UPDATE JB/MB/PW

JB reported that the aim was to widen the PPG contact with patients and presented his research on possible different methods:

(a) To use GP email which is a one-way communication. We can send but message cannot be returned. This system is complicated to set-up. The Hollies use email.

Other surgeries are using social media instead. The most common is Facebook. It can be set up as a closed group but allows responses from members only (ie a patient has to request to join). Limitations of what can be sent in can also be set. Set-up is fairly straight forward. Also, trends for different age groups can be set. **ZH to give break-down of different Practice age groups.** PPG UK give GDPR recommendations and guidance. We would have to supply written account of how information is handled and how it is protected. **JB to circulate information to give members an opportunity to understand more fully before further discussion and action at next meeting.**

12. THE NAPP CORKHILL AWARD (PW/MB)

As the final application date is imminent, it was decided not to apply this year as there was insufficient time to amass the material. RC questioned whether it was worth the effort for the winners' monetary

reward. Other members thought the application forms were too complicated and it was suggested to assess the viability and to monitor The Hollies who are entered this year.

13. AOB(MB)

None.

14. MEETING ARRANGEMENTS FOR 2025

Monday 17th November

6p.m. – 8p.m. Falkland House Surgery

Nigel Gater (Deputy Chair)

22 September 2025