



**The James Cochrane Practice
Patient Participation Group Meeting – Minutes**

Saturday 2nd August 2025; 9.15am – 10.30am
Helme Chase Surgery, Upstairs Waiting Room

Chair: David, Patient Group Member

Minutes: Victoria Taylor (VT)

Present: Debra Jones (DJ), Victoria Taylor (VT), Dr Sorcha Hodgson (SH), & 11 other group members

Apologies: patient group members x 4

Preliminary Business				
1)	Welcome & Introductions	As above		
2)	Apologies for Absence	As above		
3)	Minutes of the previous meeting dated 17th May	Agreed		
Actions from Previous Minutes				
	Action	Update	Action	Responsible
4a)	Include details about call back feature in patient newsletter to increase confidence	Done. Pt Group asked if call back feature trigger point can be reduced from 10, VT will investigate and report back.	VT to investigate if call back feature trigger can be reduced & report back.	VT
b)	Ensure Care Navigators leave messages on call backs	Done.	N/A	N/A
c)	Investigate old phone line	605 calls to old number in July, new message recorded and sent to IT for upload.	N/A	N/A
d)	Report on phones data	Item 6	N/A	N/A
e)	Matters raised in meeting to be included in patient newsletter	Done, patient newsletter included.	N/A	N/A



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f)	Suggestion of random survey for patient feedback	Done – QR code to feedback form included in newsletter	N/A	N/A
g)	Noticeboard in a folder	Ongoing.	VT to take forwards.	VT
h)	Broaden Demographic	Item 7	N/A	N/A
i)	Raise awareness of non-GP roles within the practice	Ongoing.	VT to take forwards.	VT
	Standing Items			
	Item	Notes	Action	Responsible
5)	Practice Update	<p>Document circulated (attached) Dr Hodgson was introduced and welcomed by the group. DJ clarified some terminology included:</p> <ul style="list-style-type: none"> • A Salaried GP is employed by the practice and works as a GP • A GP Partner is a business owner, and works as a GP • A session is half a day of clinical time, therefore 10 sessions equates to 5 days <p>VT shared information about men's health clinics, which are being led by Dr Russell. Practice are starting to be able to offer these, however currently not offering the levels we'd like due to Healthcare Support Worker appointment capacity. Group members reacted very positively to the idea, and had a few questions:</p> <ul style="list-style-type: none"> • Is the follow up appointment with Dr Russell a long appointment? <i>Yes, this is a 20 minute appointment.</i> • How are patients booked into these appointments? <i>Currently, our Care Navigator team highlight the appointments to relevant men when they contact the practice. With good promotion and word of mouth, it is hoped that men will come forward and request them.</i> • Can we recall patients for these appointments? <i>SH explained that we do not currently recall for these appointments in the way we do others, VT will raise with Dr Russell for consideration.</i> 	<p>Practice Update in document format was well received, to provide again next meeting.</p> <p>VT to raise with RR & report back. Update - this is still our position</p>	<p>VT</p> <p>VT</p>



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		<p>Summer Newsletter</p> <ul style="list-style-type: none"> • VT thanked group for their input for content at the last meeting, all included. 		
6)	Patient Feedback	<ul style="list-style-type: none"> • VT shared report (see attached document) of Jan– April data, showing an increase in satisfaction rates in the following areas, potentially as a result of changes made to appointments system (see item 8/9): <ul style="list-style-type: none"> ○ Is it easy to get an appointment, either by telephone and/or at the surgery? ○ Overall, how was your experience of our service? ○ Were the receptionists helpful? 		
Main Agenda Items				
	Item	Notes	Action	Responsible
11)	How do we broaden the demographic?	<ul style="list-style-type: none"> • The group are keen to incorporate the views and ideas of: <ul style="list-style-type: none"> ○ Teenagers ○ New parents ○ Disabled individuals • They wish to harvest diverse ideas and encourage new members so the group promotes continuous improvement, via different perspectives and new ideas and views. • The practice explained they do get feedback from users not on the PPG about access and appointments and that these views are always listened to. • The group decided that those attending should advocate for those who are not here and incorporate their views. • The group said if we want the views of teenagers we will need to go to them, it was commented we cannot force them to join, but if we at least educate them you the fact a PPG exists then they can make an informed decision to attend or not. • It was noted our PPG is a high performing one with a solid membership, well attended meetings, informed members and a strong working relationship with the practice. The members were thanked for their commitment 	<p>Demographic breakdown of patient population (VT)</p> <p>Promote PPG membership</p> <p>Raise idea of community outreach into specific areas with PCN</p>	<p>VT - done</p> <p>VT - outstanding</p> <p>DJ - outstanding</p>
12)	Dispensing/Pharmacy	<ul style="list-style-type: none"> • A group member expressed gratitude for the Dispensary team noting “they are great”. • Another group member appreciated that they had updated there opening hour signs within the dispensary area • It was noted by the group that having a dispensary staff member attending the PPG group is very useful. 		



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		<ul style="list-style-type: none">Concerns were raised within the group at the quality of service offered by the Pharmacy opposite Maude Street. It was felt that whilst the staff were polite the management was poor.		
Concluding Business				
			Action	
10	AOB and Closing remarks	<ul style="list-style-type: none">Chair thanked the group for attendingMinutes will be circulated	VT to circulate minutes	VT
Next Meeting				
11	24^h January 2026	<ul style="list-style-type: none">Time – 9.15am start (coffee from 9.00am)Location - Helme Chase Surgery, Upstairs Waiting RoomChair – David (Patient Group Member)		