



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

		<ul style="list-style-type: none"> • Social Prescribers see patients for up to 12 months. Service is always very well received by patients, and they help a wide range of individuals. Social Prescribers take into account the individual needs of each person and can be very flexible in their approach. • SB & LW explained that patients can access the different types of support available to them via 'padlets' which is an online pin board. This means that patients can access support that might help them via one link, and not several. • The group thanked SB & LW for attending and expressed that they learnt a lot from the session. • The group reflected that it was refreshing to have a presentation from a non-traditional GP role and would welcome more presentations in the future. 	<p>would help them? VT to check and report back.</p> <ul style="list-style-type: none"> • VT / Chair to explore further opportunities for presentations/attendance from other roles within the practice. Suggested every other meeting. 	VT / Chair
Standing Items				
	Item	Notes	Action	Responsible
5)	Practice Update	Document circulated (attached) <ul style="list-style-type: none"> • It was asked if the 2 new team members (Nurse Specialist, Pharmacy Support Administrator) could join us at the next or a future meeting. VT will explore. 	VT to explore if new team members could join a future meeting	VT
		Clinical Team Handout (attached) <ul style="list-style-type: none"> • A handout was shared, depicting all the clinical team at the practice. • This was well received by the group. 		
6)	Patient Feedback	<ul style="list-style-type: none"> • VT shared 2025 report (attached) <ul style="list-style-type: none"> ○ Acknowledged that we are very pleased with overall consistent 5* reviews ○ Recognise that responses to '<i>is it easy to get an appointment....?</i>' Give us the lowest scores consistently, this has been shared with the management team and the project team that are reviewing appointments system. ○ Group member shared that she was unable to get an appointment in 3 months' time. VT will feed back. 	VT to feedback re booking appointment 3 months ahead. Update – nursing appointments are available 3 months ahead, GP appointments are available 8 weeks ahead.	VT
Main Agenda Items				



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	Item	Notes	Action	Responsible
11)	Questions from the group	<ul style="list-style-type: none"> Group submitted questions in advance of the meeting. VT shared a handout with responses (attached) 		
12)	Time of meetings	<ul style="list-style-type: none"> Chair asked the group if the current meeting time of 9.15am – 10.30am on a Saturday morning still works well for everyone? The group felt they would like to keep the time as it is. 		
Concluding Business				
			Action	
10	AOB and Closing remarks	<ul style="list-style-type: none"> Group member reflected that the messaging around ‘Jess’s rule’ can be a little confusing and in her experience has been making people feel anxious/nervous Group member asked if CN team have received any training on it VT shared that we have received posters to display but not out yet, and have received no other practice wide information on it Group discussed that the message is intended to empower people, but wonder how it is ‘landing’ Chair thanked the group for attending Minutes will be circulated 	VT to speak with Office Manager re ‘Jess’s rule’ Update – materials we have received are not intended for patient display; they are for staff. Item will be discussed at a future clinical meeting (if not already discussed) with office management in attendance.	VT
Next Meeting				
11	16^h May 2026	<ul style="list-style-type: none"> Time – 9.15am start (coffee from 9.00am) Location - Helme Chase Surgery, Upstairs Waiting Room Chair – David (Patient Group Member) 		