

**Notes from Patient Participation Group meeting held on Tuesday 13 May 2025 at St. Andrew's Medical Practice**

**Present: Peter Yarbrough, Peter Clement, Jennifer Clement, Jennifer Todd, Tom Cunningham, Nina Croad, Tracey Martin.**

**Items for information:**

1. TM reported ongoing issues with the telephone system. Engineers due out on Thursday 15 May and assurances have been given by the telephone supplier that all issues will be resolved that day. Staff training to take place on 28 May 2025.
2. Staffing update – recent high levels of sickness absence have caused management problems but the situation has improved this week.
3. Patient population has increased from 15226 a year ago to 15683 now. An increase of 457 patients (3%).
4. E-consult usage – 719 in the last month.
5. Covid vaccinations – the spring programme continues but fewer attendances now. The programme officially ends on 17 June 2025.
6. Coffee morning held at Netpark in Sedgefield every fortnight by the care co-ordinators and social prescribing team. The next one is on 27<sup>th</sup> May. All welcome.
7. Every Story Matters – the covid 19 review ends on 23 May 2025.

**Items discussed:**

1. Carers' Coffee Morning – it was agreed that the practice will hold a Coffee Morning for Carers at Oxford Road. The PPG members will be happy to attend, help with catering and promote the group in an attempt to recruit new members. TM will invite Age UK to be present. The event will be promoted on social media and our website as well as in both surgeries. It was suggested that carers may be encouraged to attend if an incentive was offered such as a free raffle ticket for a to be determined prize. The care co-ordinators, social prescribers and cancer care co-ordinators will all be involved and TM will invite representation from Carers UK.  
**Coffee morning will be 10am until 12pm on Tuesday 10 June 2025. Age UK have been invited awaiting their response.**
2. JT asked for feedback on the information stands. Feedback has been very positive both from staff and patients. JT will continue to put up the stands but agreed that they could stay for a month and be replaced each time by the new stand. TM will ask the Cancer Care Co-ordinators for suggestions on monthly topics.  
**Cancer Care Co-ordinators are going to provide me with a list for future stands.**
3. It was agreed that the Suggestion Boxes should be replaced on both sites with something more robust and more visible.
4. Terms of reference for the group were discussed. There have been previous suggestions and TM will distribute the various forms to all members so that a consensus can be reached on what the group wants.  
**Previous suggested ToR attached to this e-mail. Please send comments to me by 30 June so that I can put together a draft for agreement at the next meeting.**
5. It was suggested that it would be good to meet with PPG groups from other practices. TM will contact the practices in the PCN to see if this is something they would like.

I have contacted the other local practices re a group meeting. Sedgefield and Ferryhill both feel that their PPGs are not sufficiently developed currently but Bishop's Close will contact their members and let me know.

6. It was suggested that we need to have notes taken at the meetings but there were no volunteers to do this. TM will do them for the time being.
7. Further recruitment to the group will be encouraged using social media posts.
8. Issues around the accuracy of entries into personal medical records were discussed. TM felt that most of the issues raised were due to staff not entering data correctly into the templates used for long term condition reviews. Further training will be given to all staff using the templates.

**Date of next meeting: Tuesday 22 July 2025 at 5pm.**