

Longton Lane Medical Centre
Patient Participation Group (Annual General Meeting) PPG

Tuesday 2nd September 2025

at 1.00 p.m.

Minutes

Welcome

Chairperson welcomed members to the AGM of the PPG 2024/25.

Attendees

CN, ML, Dr. YS, AD

(Surgery), SN, GR DS, JB, KH

Apologies

, LR , CH MD ,KB

The Minutes of the AGM September 2024 were agreed by the members

Committee Members Update.

CN explained that we were now short of a Chair and a Secretary for the Committee. DS is now the Vice Chair. After discussion, YS agreed to take up the Secretary role with the help of the outgoing Secretary. CN is happy to continue in the Chair role, working with DS in the Vice Chair role for this PPG year, if necessary, before DS takes over the role for the next year. The PPG agreed to the approach. **(Action for next meeting) A discussion will take place at the next meeting (28/10/25) to update the system of change for the Committee.**

Surgery Report Report

Dr will be retiring at the end of November. There will then be two Partners of the Practice, Dr and . Dr will be leaving. Dr (female) started a few weeks ago and is settling in. There is a male doctor and maybe another to be recruited to complete the Practice Doctors of 6 GPs.

The board of information re staffing roles at the Surgery will, hopefully, be added when the work in the Surgery is completed and Staff will also, hopefully, wear badges with their first name only.

The secure car parking process at the Surgery is still being discussed. Following its introduction signing in at the Surgery will be necessary.

CCTV is now fitted and used in the building, but not, as yet, in the car park.

Dr and AD then left the meeting.

Actions agreed for the 2024/25 year discussed and completed as much as possible. Any not completed will be forwarded to this year.

Cardboard name plates to be made for PPG members - **Action Point GR**

Future Topics for discussion in the new PPG year:

Communication

- We will discuss, as a Group, how to inform more patients of the PPG and what we do.
- Information will be left in the Surgery for collection.
- NHS website to be advertised.
- PPG members will attend the Surgery to inform and promote the PPG to patients and gather feedback, especially those who do not use the internet.
- Consideration to holding webinars to help promote the PPG can be arranged at different times of the day or evening.
- We will encourage Zoom meetings again, using a larger number of patients to ask for interest in attending the meetings of the PPG.
- We will ask if the Surgery updates/checks patients' email addresses
- We will ask about the Surgery approach/policy for updating non-PC literate patients with any news
- Following a question from the floor Dr Jacobs also said that another person **can** make an appointment for someone else, but no information will be discussed, due to patient confidentiality. We will follow up at a future meeting about how this is being experienced for patients

Other Topics

- We agreed at the last meeting that the terms of the PPG would be followed and If anyone has not been for three meetings without apologies, they will be removed from the membership and if they wish to rejoin they will complete a new membership form. An update on those people who have been removed from the list will be added to each PPG agenda
- Update on Meeting Room availability in the Surgery.
- Booking processes, including advance bookings, to be discussed

Next Meeting dates (provisional)

28.10.25

10.02.26

09.06.26

15.09.26

(Secretary)