

# Kelsall PPG Meeting

## Wednesday 10 December, 2025

### held at the Medical Centre, Kelsall

## Minutes

**Present :** Alan Bottomley (Vice Chair), Michele Elvin (Secretary), Dr Kylie Daniels, Julie Johnson, Jen Bottomley, Fiona Bazeley, Georgina Bailey, Roger Bailey, Alan and Ann Parsons, Nick Kusznir.

#### **Apologies & Minutes**

##### **Apologies :**

Caroline Stein (Chair), Martin Durrant, June Willis

The minutes were accepted.

Due to Kylie's time constraints the agenda was re-ordered and appears below in the order the items were covered.

#### **1. Update on the Medical Centre**

There is an additional GP who is on a six month contract and will be available on Mondays. The GP is Dr Tehmina Raza. That will create an additional 20 appointments.

Kath and Sophie have left as receptionists, one new receptionist has already been recruited.

Gill Gore retires at the end of December. Gill has been with the practice for over fifteen years.

The former dispensary room is to be repurposed into an additional clinical room and the Medical Centre has applied for funding from the ICB for this work to be undertaken. A decision regarding the allocation of the funding is likely to be known in the Spring.

#### **2. Patients Access**

Caroline, Nick and Kylie are to meet to develop a PPG involved project.

Online referrals from PATCHES need to be dealt with on the day of receipt. 80-85% are clinical requests. There are between 2 and 6 requests a day.

Julie provided a visual presentation to the PPG which showed the demand on the telephone system during two separate months – June and November.

Key findings include that the average call lasts 2 minutes, callbacks are dealt with on the same day and that Monday is the peak day for calls (extra receptionists are on shift to deal with this).

8.00am - 8.30am is the peak time for calls on each day of the week.

## **Zero Tolerance Campaign**

The telephone answering machine message has been changed to begin with a zero tolerance message due to a rise in issues reported by staff. There is also a message about this at reception and on the practice website. The practice now has an incident sheet and the Senior Management Team discuss these at a weekly meeting and decide whether action is required. Patients may receive a warning if deemed necessary.

## **3. TORS and Policies**

Everyone was happy with the documents as they stand. The next review is October 2027.

## **4. Review of Action Tracker**

Sam Dawson has changed the contact details on practice newsletter for the PPG

Michele has contacted Erin and as she is no longer a member of the practice she can no longer be a member of the PPG. She said she would contact Alan and Jen to thank them for encouraging her to get involved.

Social prescriber link worker funding update – this is currently being looked at by PCN.

## **5. Chair's Report**

All items were covered elsewhere.

## **6. PPG Chairs Report**

The minutes have been circulated.

Highlights to note are:

A Weight Management Programme is starting at Village Surgeries in Tattenhall. There will be a maximum of only 2 patients per practice as imposed by ICB/NHSE. The clinic runs separately to GPs and will be held once per month for 10 months (inc. initial appointment). Patients have been identified to take part by each of the RA practices in line with strict criteria and risk levels. There is a lifestyle/wellbeing programme that patients also have to take part in as a wraparound.

The PCN has been taking part in the Cadio Vascular Disease (CVD) CLEAR Programme. A new CVD pathway has been developed for patients with high blood pressure. This is standardised across all GP practices in the PCN so that all patients are treated the same. It is forecast to save around £500,000 across the PCN in a year.

Brio will be starting to deliver smoking cessation services within the rural area very soon.

Julie reported that over 200 texts have been sent to target groups with high blood pressure who are also smokers. There has been a limited response but, positively, some patients have come back to say they have stopped smoking. There is a smoking cessation meeting next Tuesday.

Not successful in the bid for a women's health clinic and we will try again next year.

## **7. Wellbeing Hub Update**

Martin was not at the meeting so an update was postponed until the next meeting.

## **8. Friends and Family**

The Friends and Family survey results for November are as follows:

V Good	251
Good	31
Neither	4
Poor	2
V Poor	2
Total	290
Good or v. Good %	97%

Julie noted that they receive many positive comments in particular about the nursing team and that naming staff in patient feedback can be useful as this can be used in staff appraisals.

## **9. Potential volunteers for roles of Chair, Vice Chair, Secretary**

An email was previously circulated asking for anyone who was interested in taking on one of these roles. The present incumbents are happy to continue and it was agreed that the post-holders would continue a further 12 months with another review at that point.

## **10. Recruitment of New PPG Members**

Ongoing

## **11. Newsletter**

The surgery newsletter goes out this week.

## **12. Any Other Business**

Helen de Martino will be taking over the carers role. There was a gradual handover period with the previous carers lead before she left.

Jen raised the need for reception staff to explain to patients that if they choose to be seen by a medical student it can take longer as there is a need for liaison with a practice doctor.

## **Next Meeting**

The next meeting will be held on **11 February 2026**.

As there was no further business the meeting closed at 6.00 p.m.