



Patient Participation Group Meeting Minutes

Date of the meeting held: Thursday 26th June 2025

Meeting Chaired by: Linda R and John G

Attendees: RB, Practice Manager, SM, Care Co-ordinator, AW, KA, CL, LR, ER, JF, JG, SC, KW, JJ.

Apologies: Dr Kutti, Dr Saber, GR, MW, SC, CF, DF, DR, DG, SF.

LR and JJ welcomed the group.

Key Point Discussed:

LR asked if there was any update on the CQC results, RB explained there has been no further update, waiting on one system to talk to another system to produce our report being rescored. KW asked what the deadline was for the report to come back, RB explained it takes around 50 working days for the official report to come back after inspection date.

CQC have had a type of transition from one scoring mechanism to another scoring mechanism in November 2024, the practice fell into the old scoring mechanism, which meant there is a problem transitioning the report across. There has been ongoing delay since Easter. CQC have been chased. JJ confirmed his daughter works for CQC and the delay could be due to being understaffed.

KW asked if there is anything the members could do to help the practice getting the report back, RB did say feedback can go back to CQC explaining the disappointment of the delay and what impact it is having on the surgery.

RB went on to say the practice will benefit with 2 more registrars, 10 GPs in total, (equivalent to 8 full-time), maybe 2 foundation pharmacists working under 1 full-time clinical pharmacist, apprentice nurse fully qualified by October 2025, with 4 more rooms to accommodate the extra doctors when the rooms have been updated (rooms will be near the toilets in the waiting area).

The practice working well with the government money that is coming into the practice putting more GPs numbers, equipment's, medication reviews etc.

JG asked how many patients the practice has, RB confirmed there is around 12,000 patients, still taking on new patients around 70-100 each week. LR asked how long it takes for the practice to get funding for new patients, RB explained it takes 3 months, however, don't always get instant funding for new patients, PCSE control our funding, they take a snapshot of patient's record every 3 months, that is what the funding is based on.

The practice has a considerate number of younger families, teenagers, patients in their 20's and middle of the range that the practice receive less on the funding, because of the demographic we have compared to our neighbouring practices that might have older demographic, or a care home attached to the practice it effects the funding.

Waiting on NHS to revamp funding for GP's patients, the practice receives funding for 9,400 patients out of 12,000 patients we have registered.

LR mentioned a patient who spoke to her about a concerning issue regarding the cleanliness in the surgery, cobwebs etc. RB confirmed the waiting area (communal area) is looked after by the Landlord of the building, the remaining building is looked after by the practice. Any concerns an email can be sent to the practice, this will be fed back to the Landlord at our monthly meetings we hold.



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John and Linda get together prior to the PPG meetings, discussing the group, fund raising. Linda has spoken to Tesco (CL) about having a stall to approach the public for feedback/ideas and it would be good to have the younger population involved with the PPG. A date for the stall has been confirmed for Saturday 2nd August 2025. Ideas to be sent to John and Linda who will combine the ideas.

There was discussion about raising money for the practice e.g. Blood Test Chair, at the last PPG meeting, please if this can continue, also the practice is raising money for charity and awareness. Money was raised for Marie Currie awareness, total amount raised was £170.00.

Discussion about how much the service has improved especially with the call back system that has been introduced to the practice.

Rachel explained about Friends and Family, an active tool for feedback, 96% of patients are happy with the service and still looking to improve, the feedback is available on the practice website for 12 months, see link below, the JX board (TV on the wall) which has been updated shows DNA (Did Not Attend) and information board near window in the waiting area. Overall high percentage of patients is being positive.

[Friends and Family Test - Church Langley Medical Practice \(clmp.co.uk\)](https://clmp.co.uk)

NHS App training was held on 26/03/2025 unfortunately there were no volunteers. There are NHS App Ambassadors who support patients using the NHS App or you can refer to nhs.uk/helpmeapp.

Last PPG meeting consent forms were provided to the group to complete with contact details to send to John and Linda. This will enable for the group to meet up and discuss projects prior to the next PPG meeting. I will hand out the forms to the new PPG members at the next meeting.

The PPG is a representation of collective thoughts and ideas on how to improve a practice through collaboration with patients. We would suggest that any patient with a specific concern contact the practice directly to review this within GDPR guidelines. As a member of the PPG you will have access and insight into the operations of the practice, personal circumstances should not be raised within an open forum, but rather highlighted independently of the PPG meeting in an appropriate manner.

****NEXT MEETING WILL BE HELD IN SEPTEMBER 2025 TIME & DATE TBC****

Action Plan Agreed:

1. Brief update from last meeting.
2. Tasks on what ideas to do.
3. Thoughts, for the next meeting to talk about.
4. Consent forms for the new PPG members.