

Minutes of the Meeting of Castle Medical Group PPG, held on Tuesday 6th May 2025 at CMG

- 1 Present:** Martin Cooper (Chair) Jim Curtois. Ron Godwin. Kurt Kovack. Paddy Miles. Bhiku Mistry. Michael Phillips. Lynn Rigby. Renee Robinson. Karen Wesson. Jennie Caukwell

Apologies for absence Paul Boddington. Clive Caufield. Michele Garner. Tony Green. Carol Land. Hilary Mercer. Lesley Salter.

2 Minutes of the Meeting held on Tuesday 25th March 2025

The minutes were accepted as a true record. Proposed, BM, Seconded, RR.

3 Matters Arising

There were no matters arising.

4 Questions posed by new members

4a) JC gave more info in her presentation, but if your appointment is made via Rapid Health system there is a link to cancel/amend on the confirmation email.

4b) Slide on the info screens re sit and wait is out of date, JC will ensure it is removed. Sit and Wait is now for under 18's only.

4c) If appointments are cancelled then attempt is made to refill, and they are added back into the Rapid Health system. DNA's, as tilte implies, just don't arrive and that time cannot therefore be used for another patient. However, the time can be used to catch up if appointments are running late, doing admin, or if seeing another clinic is running late offer to take a patient off another clinicians list.

4d) JC will discuss with partners, but believes the best way is to call or email the practice, to escalate the issue and hopefully before it becomes a complaint.

4e) No further action at this stage, this subject was raised by a member who has since resigned.

4f) Patient Surveys – a national survey is done annually. LLR ICB did one 2023/24 but as far as we are aware have no plans to do one this year.

Lynn Rigby asked JC to clarify what CMG wants from the PPG, what they see as our role? JC referred the question to MC as Chair and our constitution. JC says that ideally PPG can help educate patients if approached by friends/family with queries/comments. Some patients have very high expectations of what care GP's "should" provide that are often impractical or too expensive e.g. JC said if any members had specific queries to send them via Chair/Secretary and she would respond.

5 Report from the Chair

MC spoke about the Federation PPG, whose meeting clashed with our own today so we could not send a representative. He spoke about an “NHS Shake Up” which could involve merging ICB’S.

At the LLR PPG meeting he attended he found out that CMG are one of 12 practices within LLR that are trialling Rapid Health system.

Social prescribing was mentioned, and RG said he could not praise that team highly enough.

6 Report from CMG - slide presentation

Members are strongly recommended to read the presentation, attached to these minutes

7 Any Other Business

No other business.

8 Date of next meeting

The date of the next meeting is to be confirmed