

Kelsall PPG Meeting

Wednesday 15 October, 2025

held at the Medical Centre, Kelsall

Minutes

Present : Caroline Stein (Chair), 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 Kusznr, Martin Durrant

1. Apologies & Minutes

Apologies :

June Willis, Erin Murray.

The minutes were accepted.

Lyn Howe has now resigned from the PPG. She contacted Alan & Jen.

Caroline thanked Alan for updating the PPG poster which is in the reception area.

Action:

Michele to check whether Erin is still registered with the Kelsall Practice, a requirement to be on PPG.

2. Welcome Dr Daniels

Caroline welcomed Dr Kylie Daniels to the PPG.

3. Review of Action Tracker

Action: Caroline to circulate the latest version.

4. Chairs Report

Caroline reported that the farewell event for Dr Claire Baker went extremely well and the stand-up bingo raised valuable funds for the hub. She thanked Alan and Jen for organising the marshalling for the Flu Clinic on Saturday 4. Caroline reported that she had heard from several sources that it all ran extremely smoothly. On the day c350 people received their flu jab. The event went well from the Medical Centre point of view as well.

5. Update on the Medical Centre

Julie reported that Dr Sophie Gardener and Dr Aled Donovan, the new partners, are settling in well. Sophie is covering Sable Cottage Nursing Home. Dr Gardner has been in post since 1 September 2025. There will be shared responsibility between the three partners for activities and meetings, e.g. safeguarding, lead prescribing, PPG etc.

Kerrie is another new team member on the admin side. This additional staff member is required because of some staff wanting to reduce their hours and a long-standing member of the secretarial team retiring at Christmas.

In total there have been 690 flu jabs for over 65s at the surgery. A further 150 people who are with practice and over 65 got their flu jabs through another provider. There have been 183 flu jabs for under 65s, with 32 under 65s receiving their flu jabs from other providers.

Julie reported that due to the take up this year the practice has had to order further flu jabs.

Kylie reported that from 1 October 2025 practices will be required to keep their online consultation tool open for the duration of core hours (8.00 a.m. – 6.30 p.m.) for non-urgent appointment requests, medication queries and admin requests.

Kylie said the take up is relatively modest and currently manageable. The alternative ways to make appointments i.e. by telephone or in person at the surgery remain in place. The online system is also a way to request a sick/fit note. It is an effective triage system.

Kylie is interested in establishing a small research sub-group to explore access improvements.

Caroline asked whether there any potential effects looming from the BMA restarting a dispute with the government over GP access changes? Kylie said there were no issues with the BMA mandatory changes that she was aware of.

Caroline noted that some pages on the Medical Centre website were out-of-date. Julie confirmed that this is currently being looked at and updated.

Caroline also asked about updating the signs in and outside the practice. Julie explained that the two new partners had nine months confirmation period and signs would be updated after that.

Action:

Michele to put access as a rolling item on the agenda.

Julie to circulate information about PATCHS, so that PPG members can field any informal enquiries they receive about the scheme.

Julie to action the website update.

6. PPG Chairs Report

Nothing to report as the meeting is not until next week.

7. Wellbeing Hub Update

As a trustee of the Wellbeing Hub, Martin will be able to highlight any important information in future. They have recently recruited two new Trustees, Viv Couche and Linda Ashdown. Caroline hopes to put some more information out in the next Hub Newsletter.

Up and coming events are the Big Quiz, 1 November and the Christmas Fair 29 November in the Community Centre with Santa.

8. Friends and Family

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

V Good	210
Good	24
Neither	6
Poor	5
V Poor	0
Total	245
Good or v. Good %	96%

9. Recruitment of New PPG Members

We continue to search and promote for new members.

10. Newsletter

The PPG contact point on the surgery newsletter is incorrect. The information about joining the PPG which appears in the Medical Centre newsletter is incorrect.

Action: Caroline to speak with Sam and ask it to be replaced by Caroline's telephone number instead.

11. Any Other Business

Terms of Reference (TOR) to be circulated for review and comments by a certain date and if no comments received, we will accept them at the next meeting or discuss if it is necessary.

Action: Michele to circulate TOR.

Next Meeting

The next meeting will be held on **10 December at 5.00 p.m. with mince pies.**

As there was no further business the meeting closed at 6.10 p.m.