

Kelsall PPG Meeting

Wednesday 1 July, 2026

held at the Medical Centre, Kelsall

Minutes

Present : Caroline Stein (Chair), Alan Bottomley (Vice Chair), Michele Elvin (Secretary), Dr Kylie Daniels, Julie Johnson, Linda Ashdown, Jen Bottomley, Roger Bailey.

1. Apologies & Minutes of the last meeting

Georgina Bailey, Fiona Bazeley, Nick Kusznir, Alan and Ann Parsons, and June Willis.

The minutes were accepted.

Jen updated everyone on Alan Parson who remains in hospital with serious injuries following a cycling accident.

Action : Jen to arrange for a card signed by everyone in the PPG

2. Action Tracker

All matters on the action tracker are covered elsewhere on the agenda.

3. Chair's Report

There was nothing to report this month.

4. Update on the Medical Centre

Julie reported that they are actively seeking quotes on how best to provide air conditioning downstairs in the medical centre.

Julie reported they are experiencing increases in patients not attending appointments (DNA) for appointments booked well in advance.

Julie took the opportunity to say that the Friends & Family responses are in the high nineties on satisfaction. Any complaint is about waiting times (either to book an appointment or length of time waiting on the appointment day).

The newsletter has gone out and the Wellbeing Hub timetable is going out to other practices in the area.

A social prescriber for the area has been recently appointed.

The Medical Centre is waiting to hear about funding to repurpose the dispensary.

5. Patients Attending Appointments with Multiple Problems

Kylie has discovered that Kelsall Medical Centre has a higher proportion of patients attending appointments with multiple problems than other local practices. If a patient has more than one problem they should book a double appointment or separate appointments for each problem.

We discussed ways to positively encourage patients to come with a single problem to each appointment.

Action: to do a newsletter item explaining why it is important, i.e. ensure doctors can focus fully on the patient problem and also keep appointments to time.

Also to be discussed at a clinical meeting.

6. PPG Chairs

The next meeting of the PPG Chairs is in August. Therefore, nothing to report back on.

7. Wellbeing Hub Report

Linda reported that she met with Kelly as agreed at the last meeting and the Hub has had its first referral with consent from the patient for the Hub to contact them.

C150 people attended the Band and BBQ event. The event was a big success.

The Hub trialled a Saturday opening and while they attracted people in, there is a difficulty with long term commitment of volunteer staff. Most of the regular weekday volunteers are not available on Saturdays as well. It has been decided not to open again on Saturday until there are confirmed volunteers for a period of Saturday mornings to guarantee continuity of opening.

Linda and Julie confirmed that the gate access permission on a Saturday had been sorted.

Youth meet once a month.

8. Patient Access

The plaque detailing the names of the partners which is situated outside the main entrance is to be updated in the near future.

9. Friends and Family

The Friends and Family survey results for April, May and June are as follows:

April	
V Good	256
Good	25
Neither	5
Poor	4
V Poor	5
Total	295
Good or v. Good %	95%

May	
V Good	292
Good	27
Neither	2
Poor	5
V Poor	1
Total	327
Good or v. Good %	98%

June	
V Good	297
Good	26
Neither	4
Poor	4
V Poor	4
Total	335
Good or v. Good %	96%

10. Recruitment of New PPG Members

Nothing new to report this month.

11. Newsletter

The Opal visit to the practice to encourage and support people to use the NHS APP was very well received and likely to be repeated.

It was suggested that a new series of "A Day in The Life Of" articles providing an insight to the different roles within the practice could be run again, perhaps with a different angle as it is interesting and educational.

12. Any Other Business

The flu clinic will be 3 Oct this year. The PPG Members will support marshalling as in previous years.

13. Next Meeting

The next meeting will be held on **Wednesday 26 August 2026**.

The meeting closed at 5.30 p.m.