

Minutes of Patient Participation Group Meeting (PPG)
8th September 2025
2pm in the Learning Loft at Library House Surgery (LHS)

Present: Ros Millington, Chairperson PPG, Jeannie Stirling, PPG Volunteer Viv Culshaw, PPG Volunteer Barry Culpin, PPG Volunteer Dr Kevin Tipper, GP LHS Craig Lee, Practice Business Manager LHS Gill Stubbs, Operations Manager LHS	
Apologies: Tony McSpirit, Christine Jones, Alison McCrudden	
Chair: Craig Lee PM Minutes: Cheryl Winstanley	
1. <u>Welcome and Apologies:</u> As above Ros opened the meeting and welcomed everyone.	ACTION
2. <u>Minutes of previous meeting and Matters Arising</u> Members read through the minutes of the last meeting held July 2025. GS and Dr tipper to look at text message regarding follow up appointments Message on TV when appointments are running late. Cle to speak to CWi regarding this Lower the glass on reception – funding bid been put in for new reception desk area Supermarkets – hosting GP surgeries- discussed private MRI scans – who gets the results. GP can refer to private scans but results will only come to patient if booked privately not to the GP	
3. <u>Feedback from surgery patients and surveys</u> <u>National Results Survey</u> 87% overall good experience – up on previous years (78% last year 67% year before) National Average 75% Local Average 78% Cle explained the results. Call waiting times explained Discussed restricting calls for on the day to 8 – 9 am routine after 9am – Cle to discuss with MT and Partners All agreed excellent improvement with results	Cle
4. <u>Surgery News and Updates.</u> Updates on new clinical rooms being sorted. Updates on back-office changes and build Extra funding applied for Been granted monies to reconfigure 5 areas in the surgery Builders on site next start the work Details will be on social media and website to advise patients of disruption to services – ends by Nov 2025 2 New receptionists to start on the am shift	Cle

