



NEW BARN CLOSE SURGERY

Patient Participation Group (PPG)

Patient Participation Group meeting on 19th March 2026

Summary minutes

1. Previous minutes

The minutes from the previous meeting on 5th February 2026 were agreed and signed by the Chair of the PPG.

2. Surgery update

Family and Friends feedback - The excellent results from the recent Family and Friends questionnaires was discussed.

Blood tests for children – The Practice manager informed the PPG that from 1st April 2026 there was a new contract which meant the surgery should not be doing blood tests for any child under 16 years of age.

Dr Billings said the surgery had spoken with the Chief Medical Officer at the Integrated Care Board who had confirmed that private blood tests should not be completed. Dr Billings explained that the Chief Medical Officer was considering whether blood tests for teenagers could be done by surgeries.

Dr Billings told the PPG that until a final decision had been made the surgery may do blood tests if they had been asked for by our GPs.

Private health care – The PPG discussed the routes patients could use to use both Private and NHS health care.

Meningitis – Dr Billings provided information about Meningitis and stated that the surgery would be led by the Joint committee on Vaccination Immunisations on this. Dr Billings told the group that Reception staff had guidance information to provide to patients when required.

3. Promotion of PPG

The posters to promote the PPG were handed out to members to be placed in suitable locations, including on Surgery noticeboard and TV screen.

4. NHS App 'training' for patients

The practice manager told the PPG that approximately 43% of patients used the NHS App at the moment and as discussed previously it would be useful to increase this percentage, especially getting patients to turn on 'notifications.

The PPG discussed the way forward with this potential project, noting that:

The Broadway library were keen to help and had a free slot on Monday afternoons.

There was a project being discussed by the Integrated Care Board but this should not prevent the PPG from conducting training.

Privacy and confidentiality of patient information was very important to consider and the PPG asked if a 'Dummy' NHS account could be created.

The practice manager told the PPG she had training material which could help the PPG and the PPG discussed ways in which they could promote these training sessions which could include social media, the surgery TV and local noticeboards.

5. AOB

- Patient information being available if attended another medical setting
Dr Billings informed the PPG that attendance at another medical setting should get notified to the surgery. For example information from minor injuries or A&E would come to the surgery for their information or action.

- Patients being late for appointments
Dr Billings confirmed that the electronic check-in system will refer the patient to reception if a patient checks in very close to their appointment time.

- Locum doctor
Dr Billings explained that they surgery were currently interviewing for a locum doctor.

- Surgery capacity
The PPG discussed the capacity at the surgery in light of new local housing developments and how that would impact on the surgery.