



NEW BARN CLOSE SURGERY

Patient Participation Group

Patient Participation Group (PPG) meeting on 7th May 2026

Summary minutes

1. Previous minutes

The minutes from the previous meeting on 19th March 2026 were agreed and signed by the Chair of the PPG.

2. Surgery update

- Update on NHS App patient training project

The PPG discussed and agreed to get trainers and patients to sign a confidentiality agreement at the upcoming patient training and agreed to make sure patients fully understood the agreement and what information that gave PPG members access to. They also decided that where possible patients should be operating their own phone during the training and trainers would not work alone with patients to ensure appropriate Safeguarding.

It was noted that patients could still have access to training by the surgery if they wished.

PPG arranged a 'train the trainer' session for PPG members in July and discussed where to advertise the training for patients.

- Covid Vaccination

Dr Hughes reassured the PPG there had been no recent change to the vaccine and no new side effects had been reported nationally. Dr Hughes informed the group that cohorts eligible for the vaccine had changed over time, including NHS workers, who now only received the Autumn vaccine. He also reminded PPG that the general eligible age band had moved from 65+ years to 75+ years old.

3. Family and Friends feedback

The excellent results from feedback received from patients were discussed, which PPG said proved the responsiveness of the surgery to patient needs.

4. Primary Care Network (PCN) meeting

The Chair of PPG provided an overview of the last PCN meeting she had attended, noting that the Evesham / Worcestershire area were seen as 'Engagement champions'.

The Chair talked about one current project regarding Men's health, informing PPG that 77% of referrals for men's appointments actually came from women.

PPG members discussed suitable locations to place NHS posters to promote better Men's health.

The PPG talked about health inequalities in the region and Dr Hughes commented that previously health information had been provided at relevant gyms in the area to encourage patients to seek appropriate help.

It was noted that the practice manager and Dr Hughes were both members on the Board of the Primary Care Network.

The Chair informed the PPG that the Primary Care Network were encouraging surgeries to hit a 85% target of 'frailty' information for those aged over 65 years. Dr Hughes explained that the surgery had excellent records of frailty, as measured by the Rockford Frailty Scale and in his opinion the PPG did not need to focus on this objective currently.

5. Any Other Business

- E-Checking in for appointments

The Practice manager confirmed that the electronic checking in system had been amended so it was not as sensitive and allowed patients to check in closer to their appointment time.

- Information requested by the receptionist to book an appointment
Dr Hughes explained that without this information (which was optional) it was difficult for the receptionist to prioritise a patient's need and for them to receive appropriate care.