

Wychbury Patient Participation Group Meeting

Monday 24 March 2025
Wychbury Medical Centre

Attendees:

See attendance list

For the benefit of the Minutes –

SR: Sarah Reid, WMG: Wychbury Medical Group, PPG: Patient Participation Group

Meeting Start Time 18:30pm

1. Welcome and Apologies

SR welcomed all to the group.

2. Moss Grove PPG Guest Speakers

Neville and Steph attended from Moss Grove PPG to discuss how their PPG was set up and their involvement with their Practice.

In total, there are 14 members on their PPG with a Chair, Vice Chair, Secretary and Treasurer.

Whilst in the process of setting up the PPG, small groups of members were set up with tasks and objectives to be set. These included: Code of Practice, Communications and Objectives and Aims.

It was questioned whether there is a national framework for PPG's. Neville confirmed that there is although this is brief along the lines of 'every GP Practice must have a PPG'. There is no other specific requirements to how involved a PPG is within the Practice and this would be at the Practice's discretion.

Having a PPG at GP Practices is a contractual requirement of NHS England and the GP Contract.

All patients of the Practice (not just PPG members) are invited to an annual AGM meeting. PPG suggestion boxes are placed in the two Practice sites. The PPG do not deal with any patient complaints, if a patient complains about the Practice to the PPG, these patients then get redirected to the Practice Manager as per the complaints procedure.

The PPG can help registered patients at the Practice with general queries and/or issues that can then be discussed with the Practice to come to resolution if appropriate.

The PPG is a volunteer-run group with a cost centre under the Practice budget. Any financial costs are submitted as a business case to the Practice.

Voting within the group does not have to be unanimous and can be voted by majority vote.

They have their PPG meetings every 6-8 weeks in person rotating on different days due to outside commitments.

They have previously supported the Practice with patient survey data collection which is anonymous. No personal data is handled by the PPG. The Chair holds personal data on PPG members in a secure confidential manner.

All communication to be fed-back to the Practice is communicated to the Practice Manager by the Chair of the PPG only. This is to save multiple conversations potentially happening between the Practice and the PPG by different members.

SR thanked Neville and Steph for attending the meeting. Neville and Steph left the meeting at 7.00pm

3. Job Roles within the PPG.

As per the previous meeting, SR discussed the job roles within the PPG open for members to be elected. There had been x1 interest in the Chair role and x1 interest in the Vice Chair role. They each in turn discussed their skills they could bring to the Group.

Alana for Chair -

Barrister by profession, has lived in Stourbridge for 25 years. Has experience in representing new businesses with laws and mission statements. She is on the Chair of the school admissions panel and a dedicated member of groups she is involved in.

David for Vice Chair –

Has lived for 30 years in the area. Would like the opportunity to help improve the service with efficiency. Has 40 years experience working in the education sector. Has previous history of being a School Governor. He has good communication skills and is a team player.

As there was only one applicant received per role, it was decided at this evening's meeting to allow an additional week for members to apply to SR via email with statements then shared via email to the PPG members to vote for successful applicant.

SR will email out role specifications to PPG tomorrow to enable members to apply.

Meeting Closed 19:30pm