

Wychbury Medical Group Patient Participation Group (PPG)

Monday 23rd February
Wychbury Medical Centre, DY9 9DS

Agenda

6.30 PM	Agenda Item description	Person Responsible	Date Completed
1	Welcome and Apologies Lesley.jeynesbates@gmail.com Any apologies or queries to be put through Lesley	Lesley JB	
2	Minutes actions and matters arising <ul style="list-style-type: none"> PPG Secretary vacancy Discussed alternative to having a secretary. Microsoft co-pilot an option. Everyone agreed. Record and generate sound file to generate paper copy of minutes.	David	
3	Practice update <ul style="list-style-type: none"> General practice update – Practice manager award for developing staff. CQC update. Practice very happy with overall rating of good. Work will start to install disabled toilet at Chapel House in April. Discussed how to communicate CQC outcome. Ideas suggested- communicate in newsletter. Banner on website with CQC outcome. Sarah shared how ratings are scored. Good can be anything between 62% - 85%. Wychbury achieved outstanding in 2 areas. Partners given all staff their birthday off in 2026 as a thank you. 	Sarah PM	
4.	AGM – NHS APP/website workshop May meeting will be the AGM. Lesley will speak to Black Country ICB contact. Communicate meeting on the notice board. NHS App event to be included as part of AGM. Noted a lot of elderly don't have smartphone. Also some resistance to use technology. Eye sight issues. Not financially able. Information to be shared on how to use it and securely. Joint AGM and NHS app promotion. Get together outside of meeting to formulate. Preparation for AGM meeting 27 th April. Patients will be asked to confirm attendance. 6-7pm	Leslie JB	
4	Working party report back on communications Contact us via the website to be added. Chris and David will contact Tracey to set up a new form. David and Chris had met with Tracey, IT Coordinator. Confirmed it is limited on what can be changed. PPG block now added on front page. Can't do anything dynamic due to restrictions. Reason for restrictions was so it is easy for contract to	David/Chris	

	be managed at scale across multiple practices. PPG updated webpage and welcome added.		
5	Working party report back on notice boards Any costs for material to be refunded. List of CQC requirements to be shared by Sarah. Patients suggested mens and womens health. Rotate. Positive feedback received on the noticeboards. Discussed members chatting to patients in the waiting room. Confirmed will arrange some dates to do other boards. Contact us box label to be added.	Leslie JB/David	
6	AOB Details of two patients interested in joining the PPG to be shared with Lesley and David.	Lesley JB/Sarah PM	
7.30 pm	Close – 11 th May 2026		