



Stonefield Surgery

Milnrow & Newhey Medical Centre
Newhey Road, Milnrow
Rochdale
OL16 4JQ

Patient Participation Group

MINUTES of PPG Meeting held on Wednesday 13th August 2025 @ 4.30pm.

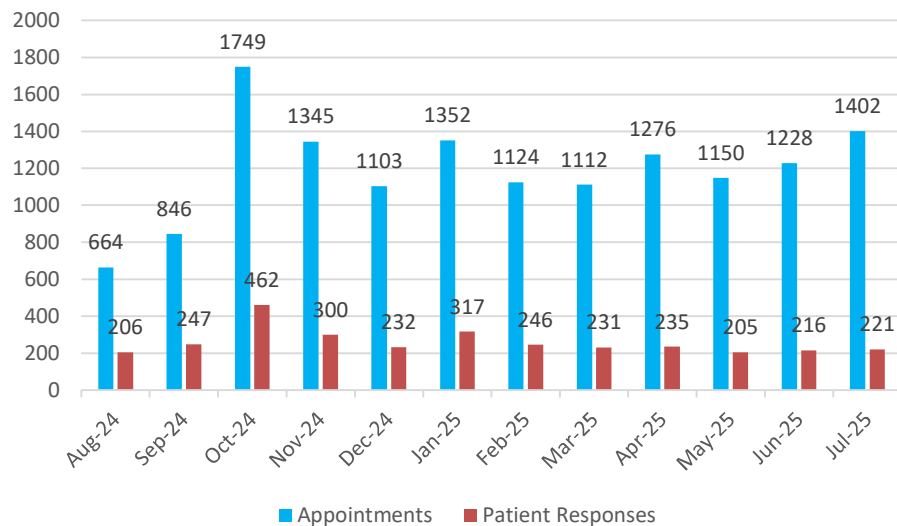
Attendees:

Brian McGill (Chairman)
June Ghilene (secretary)
Barry Sanderson
Kay Harrison
Dr Sarah Crowley
Mrs J Lees (Practice Manager)

Apologies:

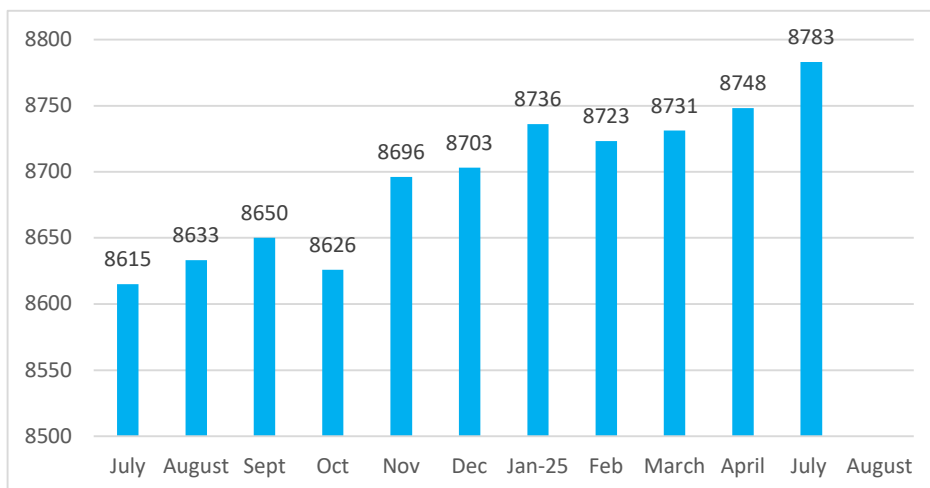
Karen Black
Neil Butterworth
Karen Kelland
Jacqui Mellor

	Discussion Item	Action/Resp
1	<u>Review of previous minutes</u> Minutes of previous meeting passed as true record by Barry Sanderson Seconded by Kay Harrison.	Fact
2	<u>Telephone System</u> We have trained and hired a company to answer the phone between 8am – 10am which did have its teething problems but it now helping to reduce the number of dropped calls and assisting the receptionists to work on other tasks.	Fact
3	<u>DNA'S</u> – Patients who 'Did Not Attend' their appointment. July 160 / June 164 / May 142 / April 125 / March 154 / Feb 162 / Jan 170 Work is in progress to endeavour to reduce this.	JGh
4	<u>Friends & Family Results</u> Jul 2025 - 18% Response Rate / 1402 Appointments = 221 Responses Jun 2025 - 18% Response Rate / 1228 Appointments = 216 Responses May 2025 - 18% Response Rate / 1150 Appointments = 205 Responses Apr 2025 - 20% Response Rate / 1276 Appointments = 257 Responses Mar 2025 - 21% Response Rate / 1112 Appointments = 231 Responses Feb 2025 - 22% Response Rate / 1124 Appointments = 246 Responses Jan 2025 - 23% Response Rate / 1352 Appointments = 317 Responses	Fact



Registered Patients

June circulated a graph to show how patient registrations continue to grow.



5 Topic of the Month - Google Reviews

52 new Google Reviews in July 2025.

We are working together with Primary Care Growth Strategies to improve our rating for Google reviews. Since working with them, our reviews have massively increased in the last few months with us receiving 4.7 star review with 410 reviews and mostly 5* reviews.

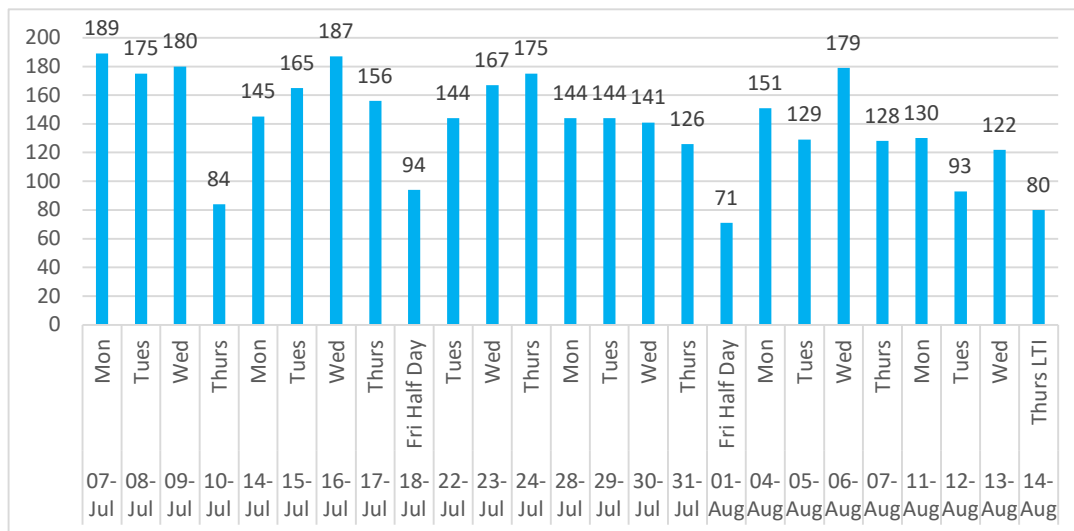
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Google reviews



We send a text message out to all patients daily who have had an appointment that day to encourage them to respond with a google review.

Below shows the number of patients who received a message per day. The number of patients seen will be higher than the below but June sends the bulk message via Patchs before she finishes at 5pm each day (surgery closes 6.30pm)



6 A.O.B

NHS App – most members are signed up for the NHS App – June advised about the patient session September (date tbc) and that the NHS Digital team and 2 members of staff will be trained and will be present to promote the App and help patients sign up. Once date received, members to check their availability to help out at the event.

Recruitment Drive – New PPG members - A5 size leaflets in reception for patients to take away.

Fact

Topics to cover going forward

1. Patient Voice – Recruitment for PPG members
2. Collaboration
3. Local H&SC service awareness
4. Patient information – what matters to you.
5. Feedback (You said, we did)

2025 Meeting Dates / 4.30pm

Wednesday 12 February

Wednesday 16 April

Wednesday 18 June

Wednesday 13 August

Wednesday 15 October

Wednesday 17 December