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| A blue and black owl  Description automatically generated with medium confidence | |  | | --- | | **Stonefield Surgery** | | Milnrow & Newhey Medical Centre | | Newhey Road, Milnrow  Rochdale | | OL16 4JQ | |  | |  | |  |

**Patient Participation Group**

**MINUTES of PPG Meeting held on Wednesday 15th October 2025 @ 4.30pm.**

**Attendees: Apologies:**

**Brian McGill (Chairman) Karen Black**

**June Ghilene (secretary) Jacqui Mellor**

**Barry Sanderson Karen Kelland**

**Neil Butterworth Kay Harrison Mrs J Lees (Practice Manager)**

|  |  |  |
| --- | --- | --- |
|  | **Discussion Item** | **Action/Resp** |
| 1 | **Review of previous minutes**  Minutes of previous meeting passed as true record by Barry Sanderson Seconded by June Ghilene. | Fact |
| 2 | **DNA’S** – Patients who ‘Did Not Attend’ their appointment.  Sept 179 / Aug 140 /July 160 / June 164 / May 142 / April 125 / March 154 / Feb 162 / Jan 170  Sept was Flu appointments maybe the cause of the increase as many DNA’d without letting us know. October will be Covid appts.  Neil asked for a YOY comparison (as per graph below) | Fact |
| 3 | **Friends & Family Results**  Sept 2025 – 16% Response Rate / 1297 Appointments = 206 Responses  Aug 2025 – 18% Response Rate / 1084 Appointments = 193 Responses  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  **Registered Patients**  Patient registrations continue to grow. | Fact |
| 4 | **Google Reviews**  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 reviews mostly 5\* 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) |  |
| 5 | **Practice Update by Jo Lees**  Thankyou to the PPG members who assisted in the Health Education Event on Sat 27th Sept. The event was very well received. The talks on Prostate, Bowel and Cervical were well attended.  PPG members were promoting NHS App and assisting patients to download the App.  Videos on Facebook of the GPs doing talks on various subjects to improve patients health journey. Please watch and comment or like.   * Patchs by Dr U Ahmed * Worried about a cough by Dr Linton * Walk-in X-Ray Dept by Dr Linton * PSA Tests (Prostate) by Dr Linton * UTI’s by Dr Crowley * HRT by Dr Crowley * Menopause by Dr Crowley * Contraception by Dr Crowley * Blood Pressure Symptoms by Dr Linton * Being a Carer by Dr Linton * Friends & Family Feedback by Dr U Ahmed |  |
|  | Dr Linton has a clinic most Wednesdays and carries our Minor Surgery.  Cryotherapy Clinic by Gail (Nurse)  Family Planning Clinic by Dr Crowley  We are looking at starting a Breast Feeding Support Group.  We have a new nurse starting in January 2 days per week. |  |
| 6 | **A.O.B**  **Patchs**  Barry asked for Patchs to be promoted more. There is a link on the home page of the website.    **Streetwise Magazine** – free community advertising.  Look at advertising the Veterans Group.  **Christmas Party** – Wed 17th December  For PPG members / Surgery staff to pop in when available.  Time was agreed for 3.30pm start.  Food: Nibbles were suggested – as agreed, all members to bring in some nibbles.  **2026 PPG Meeting dates**  Please see below and diarise. | Fact  JGh |

**2025 Meeting Dates / 4.30pm**

Wednesday 12 February

Wednesday 16 April

Wednesday 18 June

Wednesday 13 August

Wednesday 15 October

Wednesday 17 December (Christmas party)

**2026 Meeting Dates @ 4.30pm**

Wednesday 18February 2026

Wednesday 15 April 2026

Wednesday 17 June 2026

Wednesday 19 August 2026

Wednesday 21 October 2026

Wednesday 16 December 2026 (Christmas party)