

Patient Participation Group (PPG) Meeting Minutes

Practice: Chipping Norton Health Centre (CNHC)

Date: 24 March 2026

Time: 16:00 – 17:30

Location: Boardroom, Chipping Norton Health Centre

1. Attendance

Present:

- Moira Packer (MP) – PPG Chair
- Emily MacDonogh (EMD) – Operations Manager, CNHC
- Edwin Nash (EN) – PPG Member
- Peter Branson (PB) – PPG Member
- Maureen Stone (MS) – PPG Member
- Susan Butterworth (SB) – PPG Member
- Steph Harrison-White (SHW) – PPG Member and Minute Taker

Apologies:

- Paula Dunleavy
 - Dr Charlotte Hanan
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2. Minutes of Previous Meeting

The minutes of the previous meeting were reviewed and approved as an accurate record, subject to two minor typographical corrections.

3. Matters Arising / Actions from Previous Meeting

- The action log was reviewed.
 - No outstanding actions were identified.
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4. Practice Update

Presented by EMD (Operations Manager)

Staffing Updates:

- Dr Carter has left the practice.
- Dr Dorris has joined the practice.
- Dr MacGregor is currently undertaking locum shifts.

- The practice is fully staffed with GPs and is better than the recommended patient-to-GP ratio of 1:1900, with a ratio of 1:1800.
- A new Care Navigator is due to join the practice next week.
- Two nurses will be on maternity leave over the summer; cover will be provided by agency/locum staff.

Service Changes:

- The Total Triage system, introduced in September in line with GP contract requirements, remains in place.
- The new GP contract commences in April 2026; further details are awaited.
- Continued emphasis is expected on same-day urgent care and neighbourhood hub working, although final guidance is pending.
- The practice continues to work collaboratively within the Primary Care Network (PCN), including multidisciplinary meetings for complex cases.

New Initiatives:

- COVID-19 vaccination clinics will commence in Spring 2026 for eligible groups (over 75s, immunocompromised patients, and care home residents).
- Joint clinics with the Local Area Coordinator (LAC) are at a planning stage.

Performance Updates:

- Overall performance has improved across key areas.
- Appointment waiting times are now typically two weeks or less.
- Average telephone response time is under 2.5 minutes.
- Increased use of online forms has improved patient access.
- All online submissions are triaged on the same day, with follow-up via telephone or face-to-face appointments as required.
- NHS 111 is utilised where appropriate.
- Routine appointment demand is decreasing; however, non-attendance (DNA) rates remain a challenge.
- Appointment reminders are issued, and DNAs are managed in line with practice policy.
- Around 5% of patients who do not attend (DNA) have legitimate reasons, such as hospital admission. Although appointments can be cancelled by phone, email, or text, many patients still fail to do so. DNA rates are displayed in the clinic, on the practice website, and on the Facebook page.
- The practice uses a DNA alert system; however, patients are still able to book their own appointments.
- MS will review the DNA issue further and contact the local MP to explore any relevant initiatives the practice could join.
- The practice offers 15-minute appointments, exceeding the recommended 10-minute standard.

5. Patient Feedback and Experience

- Friends and Family Test (FFT) results remain positive and will be shared via the practice Facebook page.
 - The number of patient complaints has reduced.
 - No recurring themes have been identified in patient feedback.
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6. PPG Projects / Initiatives

Health and Well-being Group:

- EMD recently presented to the group, outlining the various roles within the practice.
 - Feedback from attendees was positive.
 - It is anticipated that the new Local Area Coordinator will join the group in due course.
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7. Discussion Items

Communication Consistency:

- EMD advised that the triage-led appointment system has reduced inconsistencies, with appointments now allocated based on clinical need.

Impact of “Chippy News” Article:

- No measurable impact on DNA rates has been identified to date.
- DNA remains a national issue.

Repeat Prescriptions:

- Improvements noted, with increased use of the NHS App for medication requests.

Blood Test Results Process:

- Concerns were raised regarding inconsistent communication to patients.
- EMD will liaise with GPs to ensure clear instructions are recorded in patient notes.
- Blood tests taken **out of area** are processed by OUH and may not be automatically shared with the referring hospital. Patients requesting out-of-area tests must either relay the results themselves or have the tests completed at the referring hospital.
- MS highlighted the *Health for Me* app, which provides access to OUH results, alongside the NHS App.

- The practice is developing a patient information leaflet to clarify the process for managing out-of-area blood tests.

Joint Clinics / Physiotherapy Pathways:

- Waiting times for steroid injections are currently 6–12 weeks; this should be clearly communicated to patients.
- Physiotherapy services are delivered via First Contact Physiotherapists through the PCN and MSK services.
- MSK physiotherapists can refer to NHS services; First Contact Physiotherapists cannot, which may lead to confusion.

8. Any Other Business (AOB)

Terms of Reference (ToR):

- A 2017 version of the ToR was reviewed.
- It was agreed that the document should be updated at the next meeting.

Recruitment of PPG Members:

- Prospective members will be invited to an informal meeting with two PPG representatives.
- Members are encouraged to identify and refer potential candidates.

Publication of Minutes:

- Agreed that approved minutes will be published on the CNHC website and PPG Facebook page.

9. Actions Agreed

Action	Responsible	Deadline
Review and update PPG Terms of Reference	All	Next meeting
Invite Local Area Coordinator to Health & Well-being Group	SHW	
Contact local MP and ? NHSE to elicit if there are any current workstreams regarding DNA at GP surgeries	MS	Next meeting
FFT data to be added to the CNHC website and FB	EMD	Next meeting
FFT and DNA data to be added to PPG FB page	PB	Next meeting

PPG minutes to be added to CNHC website and FB page	EMD	Next meeting
PPG minutes to be added to PPG FB page	PB	Next meeting

10. Date of Next Meeting

17 July 2026 at 16:00