

# Walton Medical Centre PPG

Date: 21<sup>st</sup> April 2026

Attendees: Heidi Hannell, Joan Olden, Rosie DeKoff, Joanna Chaplin

Apologies: Dawn Bostock, Patricia Clarke, Gavin Cowell

Chair: George Taylor

Minute taker: Gemma Bloyce

Item	Subject	Action by who	By when
1	Welcome and housekeeping		
2	Declarations of interest	None	
3	Introductions		
4	Minutes from last meeting – unfortunately we can't find them. George asked if PPG could start again and make previous PPG minutes redundant.	Agreed by all	
5	Corrections		
6	True and correct record of meeting		
7	Matters arising		
8	Correspondence / Secretary's Report		
9	New PCN – called Tendering PCN – Colte partnership has dissolved so our new Primary Care Network includes Ranworth Surgery, Caradoc, St James, Colne and Great Bentley. In 2027 there is talk of the NHS making these PCNs into 'neighbourhoods' which is where a lot of resources will work together, for example not just primary care but also social care, local community groups, etc. As a result of the new PCN we will be running our own Extended Access service – 2 Saturday clinics a month, these have to be pre-booked and must go through the triage system. The advantage of this is patient's are seeing our clinicians so it is great continuity of care.		
10	Quorum of PPG (minimum number of PPG present for meetings) – anyone on who is a patient can join, we must have contact information – ideally email address. We need to know who is attending and who isn't – please let us know either way. It was agreed that there will be no minimum number.	All members to reply to emails regarding attendance. All members to promote PPG and try to increase numbers.	
	PPG Vacancies: Vice Chair and Secretary – Joan will be	Joan to be Vice	

11	<p>the new Vice Chair. We will appoint a new Secretary when we have more members.</p>	Chair	
12	<p>Schedule of meetings – it was decided there will be 6 meetings a year – if anything important comes up then we will call an emergency meeting.</p>		
13	<p>Future Events – we are due a CQC inspection and they like to speak to the PPG members sometimes.</p> <p>Covid and RSV vaccines – we haven't had a great uptake.</p> <p>New ICB as well as new PCN – ICB sits between NHS England and us – so it was the Suffolk and North East Essex but now it is Essex ICB. They are the ones who set the contracts regarding things like wound management – we currently aren't contracted to do wound appointments but we do them because our patient's need them. If they release a new contract around this it means there would be funds to potentially hire a wound care nurse and put on more clinics.</p>	<p>Any member of the PPG may be contacted regarding the PPG from the CQC.</p> <p>All members to publicise where possible.</p>	
14	<p>Any other business</p> <ul style="list-style-type: none"> <li>a) Board in the waiting room – we will be having building work to create 2 new clinical rooms which will involve moving the waiting room. When this work is completed we will have a board in the waiting room for the PPG with date of the next meeting / contact details of members. Feedback board in the waiting room – 'you asked, we listened' plus some positive feedback.</li> <li>b) Patient survey – We were above the national average in our results.</li> <li>c) Urine tests – George asked why they were sent off now – they have always been sent to a local</li> </ul>	<p>Jo Chaplin</p> <p>Jo to bring results to next meeting</p>	<p>When building work is complete.</p> <p>Next meeting</p>

	<p>laboratory for further testing as we don't have the equipment in the surgery. Most samples are dipped here and then sent off to our local lab (Ipswich), they then confirm infection and advise on correct treatment.</p> <p>d) Diabetic reviews – George asked - hba1c taken before review but that seems to have changed? – Diabetic patients should have an appointment for their 8 care processes which includes a blood test for hba1c, foot checks, bp check, etc. Then about a week later have a diabetic review with a nurse. Due to staffing issues we have only had 1 person able to complete all of the care processes however that has now changed so more care process appointments will be available.</p> <p>e) Suggestion Box – we struggled to find the key for the box but did manage to get all the suggestions out. We reviewed them and made some changes – for example the hold music on the telephones has now been changed. As we don't have the key to the box we have removed it from use but still have the 'friends and family' questionnaire available. We will also be looking into sending out text surveys after patient's have appointments.</p>		
15	<p>Date and time of next meeting – <b>Tuesday 16<sup>th</sup> June 2026 at 3pm at the Surgery</b></p>		