



**ST STEPHEN'S GATE MEDICAL PARTNERSHIP
PATIENT PARTICIPATION GROUP MEETING
Monday 2nd June 2025, 4:30pm – 6pm
Held at St Stephens Gate Board Room
MINUTES**

Present:

Noreen Neal (Chair)
Anna McMillan (Minutes)
Dr Melissa Korn
David Edmonds
Christine Fox
Elizabeth Groves

Regine Godfrey
Christopher Preston
Leanne Collier-Wilson
Sara Shorten
Jane Williams

Apologies:

Mark Dunn
Annie Cook

1. Welcome and apologies

Noreen welcomed three new PPG members – Leanne Collier-Wilson, Sara Shorten and Jane Williams.

2. Confidentiality forms for new members

The three new PPG members signed confidentiality forms and gave copied to Anna.

3. Minutes of the meeting of 24th March 2025

The minutes were approved.

Action:

- **Anna to post Minutes (24th March 2025) on the practice website.**

4. Potential collaboration with other neighbourhood practices

The PPG at Castle Partnership is keen to collaborate with St Stephen's Gate PPG.

Action:

- **Anna and Noreen will discuss ideas for the PPG collaboration with Castle Partnership.**

5. Response to proposed cuts/closure of the Walk In Centre (WIC)

The walk-in centre is remaining open.

6. Practice Survey

The PPG are looking at creating a practice survey and are considering what information we would like to gain from patients that would help benefit the practice and patients. Could look at satisfaction, barriers of joining the PPG, if they read the PPG newsletter etc.

David White and Pat Spallone were asking the winners of the Corkill Award (Mendip Surgery) what they included in their practice survey, as they won the award for patient involvement.

Action:

- **All members to think of ideas for the survey before the next meeting.**
- **Noreen to ask David White and Pat Spallone for an update on the Mendip practice survey.**
- **Anna to ask Castle Partnership if they have a practice survey.**

7. Kings Fund

Mark Dunn sent his apologies.

Action:

- **Noreen add Kings Fund to the next PPG agenda.**

8. Next Newsletter

David White and Pat Spallone are no longer working on the newsletter so Noreen asked the PPG who would be happy to volunteer for this. The content of the newsletter will be provided but need a member to put it altogether. Sara Shorten has volunteered to create the next newsletter.

The next newsletter is going to have a piece about vaccinations, a photo is ready from a recent Covid clinic, as well as a photo of Willow with the vaccination bag.

Action:

- **Noreen to email Sara with PPG newsletter template and information.**
- **Sara to complete a draft PPG newsletter for the next PPG meeting.**
- **Anna to ask Callie (St Stephen's Pharmacy) and Maz (Vauxhall Street Pharmacy) if happy to display a poster advising of the SSG newsletter.**

9. Books

Noreen has plenty of books but is happy to take more donations. Above the bookcases are posters that promote what the PPG have purchased and how it benefits the practice. Regine is happy to tidy the bookshelves if needed.

10. Surgery amending their boundaries for patients able to be registered with St Stephens Gate

Noreen contacted two potential PPG members who were confused by the call as they have now received out of area letter asking them to register at another practice.

The practice has not changed their boundaries but have reviewed patient addresses. This has shown 750 patients that are out of area who have now been contacted. When patients are out of area this causes issues when attending home visits and when using PCN wide services.

Other practices are also reviewing out of area patients asking them to register to practices closer to home.

SSG have given patients have been given 60 days' notice to change surgeries (the statutory is 30 days).

This change will help SSG be more aligned with the PCN and PCN services.

11. PPG Finances

The table below shows the transactions since the last meeting. The available funds are now £1217.40.

PPG Finances	Paid out	Paid in	Balance
Balance in SSG PPG a/c 24 Mar 2025			1057.18
Bookstall Donations Mar–Jun 25 Main		110.01	
Bookstall Donations Mar–Jun 25 Back		20.78	
Bookstall Donations Mar–Jun 25 NMR		29.43	
Totals and Balance from 2nd Jun 2025		160.22	1217.40

The PPG had previously agreed to purchase a Dermatoscope for the nursing team but the one agreed was not suitable, so the practice has now purchased one that they will cover the costs for as it is more expensive than what was agreed.

The PPG will instead purchase the paediatric handheld pulse oximeter at a cost of £598.80.

Mel thanked the PPG for their purchases and advised there was an incident on Thursday 29th May where the emergency grab bag purchased by the PPG was used. The attending paramedics were very impressed with the equipment we had which helped benefit the patient as were able to take a photo of the ECG and send it to the NNUH (Norfolk and Norwich University Hospital).

This could be added to the newsletter and David Edmonds advised that a news flash could be added onto the posters above the book's shelves advising of incidents like this.

Action:

- **Anna to purchase the paediatric handheld pulse oximeter.**

12. Leaflet to recruit new PPG members

Thank you to Elizabeth for the creation of the PPG recruitment leaflet.

A text message was also sent to patients where two of the new members joined from.

Regine will also mention the PPG at the next AGM in her area of accommodation.

13. Any Other Business

- AI has been introduced in the practice. There is an automatic robot that is assisting the prescription hub with routine prescription requests. Heidi AI is

also being introduced which is a clinical note support system which will convert a consultation into a transcript which is then edited to include all the relevant clinical information and cut out non-relevant information. Patients can opt out of this.

- It was mentioned that the call back option on the telephone line is working well.
- Christopher discussed that routine appointments are being booked 4-6 weeks in advance. Dr Korn advised that if patients call for a routine appointment and there are none available, then there is a waiting list held, and the practice will contact patients to book in.

14. Dates of 2025 meetings

All on Mondays at St Stephen's Gate Medical Practice, 4:30pm – 6pm.

- 28th July 2025
- 22nd September 2025
- 24th November 2025

Summary of Actions

- Anna to post Minutes (24th March 2025) on the practice website.
- Anna and Noreen will discuss ideas for the PPG collaboration with Castle Partnership.
- All members to think of ideas for the survey before the next meeting.
- Noreen to ask David White and Pat Spallone for an update on the Mendip practice survey.
- Anna to ask Castle Partnership if they have a practice survey.
- Noreen add Kings Fund to the next PPG agenda.
- Noreen to email Sara with PPG newsletter template and information.
- Sara to complete a draft PPG newsletter for the next PPG meeting.
- Anna to ask Callie (St Stephen's Pharmacy) and Maz (Vauxhall Street Pharmacy) if happy to display a poster advising of the SSG newsletter.
- Anna to purchase the paediatric handheld pulse oximeter.

PPG Membership for Information

Noreen Neal (Chair), David Edmonds (acting Health and Safety Officer), Leanne Collier-Wilson, Annie Cook, Mark Dunn, Christine Fox, Regine Godfrey, Wayne Govender, Elizabeth Groves, Caroline Norledge, Christopher Preston, Sara Shorten, Maggie Wheeler, Jane Williams, Anna McMillan (Executive Assistant and Buildings Lead), Dr Melissa Korn (GP Partner).

QR Code for Newsletters

