



**ST STEPHEN'S GATE MEDICAL PARTNERSHIP  
PATIENT PARTICIPATION GROUP MEETING  
Monday 29<sup>th</sup> September 2025, 4:30pm – 6pm  
Held at St Stephens Gate Board Room  
MINUTES**

**Present:**

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

Jane Williams  
Julian Swainson  
Mary Gameson

**Apologies:**

Mark Dunn  
Regine Godfrey  
Sara Shorten

**1. Welcome and apologies**

Noreen welcomed two new PPG members – Julian Swainson and Mary Gameson.

**2. Confidentiality forms for new members**

The two new PPG members signed confidentiality forms and gave copies to Anna.

**3. Minutes of the meeting of 2<sup>nd</sup> June 2025**

The minutes were approved.

**Action:**

- **Anna to post Minutes (2<sup>nd</sup> June 2025) on the practice website.**

**4. Actions from last meeting**

Noreen reviewed Actions from the last meeting, notably:

- Discussed the collaboration between neighbourhood PPG's which led into the campaign that St Stephen's Gate are hosting NHS App Drop-In Sessions to assist any patients in setting up the app on their mobile phones. This is due to no longer accepting paper prescriptions. Sessions run on Wednesdays and Thursdays, 1pm – 3pm throughout October and

into November. This is to be added into the next PPG newsletter along with feedback.

- An idea for the theme of the patient survey is, 'How patients find contacting the practice'. Dr Korn to discuss with the Partners and PPG members to propose ideas for questions to the next meeting.
- Well done and thank you to Sara for creating the newsletter and thank you to Anna and David White for their input. PPG members to consider ideas for the next newsletter and discuss at the next PPG meeting, as well as consider who will create the next newsletter.
- The paediatric handheld oximeter has been purchased from the money raised from the bookshelves. Pictures of items purchased are above the bookshelves. Noreen is still happy to receive donations. Donations are to be given to reception at both sites.

**Action:**

- **Dr Korn to discuss 'How patients find contacting the practice' as the theme of the patient survey.**
- **PPG members to propose ideas for questions regarding the theme of 'Patients contacting the practice' for the next PPG meeting.**
- **PPG members to consider ideas for the next newsletter and discuss at the next PPG meeting, as well as consider who will create the next newsletter.**

**5. Availability of all current PPG members**

There have been quite a few PPG members not attending meetings. Noreen will send the next meeting minutes via email asking for a response as to if members wish to stay involved in the PPG. If Noreen does not receive a response, then members will be removed. Members must be active as well as prepared to contribute and assist with tasks. Noreen reminded members that she would like to stand down from Chair and is looking for someone to take on this role.

**6. Potential collaboration with other neighbourhood practice PPG's**

A collaboration between St Stephen's Gate, Castle Partnership and West Pottergate practices would potentially work well. Noreen advised that she would be happy to provide Barry Sharpe at West Pottergate with advice on restarting their PPG.

**7. September Newsletter / suggestions for the next newsletter / anyone willing to take on next newsletter due in New Year?**

It was agreed in an earlier discussion that PPG members are to consider ideas for the next newsletter and discuss at the next PPG meeting, as well as consider who will create the next newsletter.

**8. Update from the Practice**

Noreen asked the following questions to the Practice:

- a) Have the Practice noted any difference since Wes Streeting took over NHS management?

Dr Korn advised that the new GP Contract is being introduced on Wednesday 1<sup>st</sup> October 2025 where GP Practices are to keep their online booking system open all day during working hours. Dr Korn confirmed that St Stephen's Gate

Medical Partnership already complies with this but reminded everyone that online forms are not for urgent problems or requests, and to continue to call the practice for these issues.

- b) Has the Practice noticed any effect to them which could be attributed to the NNUH poor rating in the national league?

Dr Korn mentioned that things have been difficult since Covid. There has been an impact on GP practices as GP's will see a patient and make a referral after which patients may not then be seen for months. In the meantime, their symptoms can worsen, and this then generates more GP appointments, prescriptions a potential deterioration in the patient's health.

When patients are discharged from hospital there can be a list of medications on their discharge letters that GP practices are to prescribe. These letters do not always arrive in a timely fashion.

The practice's Prescribing Hub is a good support team as they review patients' medications and look to remove them if they have not been needed in a long time.

Another issue that really effects the practice is when patients DNA (Do Not Attend) their appointments. There is a DNA cohort in place where patients on this list will receive a text message the day before their appointment and can cancel if needed. Support is also given to patients who DNA regularly through Social Prescribers, as well as offering telephone appointment instead. It was agreed to highlight the importance of cancelling appointments if patients can no longer attend. Week beginning 3<sup>rd</sup> November 2025, 24 hours 15 minutes of clinical time was lost to DNAs.

Practice income is made up of several components – The General Medical Services payment per weighted patient which is known as the Global Sum, performance under the Quality & Outcomes Framework (QOF), enhanced services agreed locally, things like vaccinations, smear tests and prescribing incentives. This link explains more about GP funding: [GP Funding And Contracts Explained | The King's Fund](#)

It is difficult to demonstrate how much work GP practices do out of public view, but this was highlighted in the Spring 2024 PPG newsletter through the 'Iceberg Model of the Medical Practice' which gives an accurate explanation.

## **9. PPG Finances**

The table below shows the transactions since the last meeting. The available funds are now £568.60.

<b>PPG Finances</b>	<b>Paid out</b>	<b>Paid in</b>	<b>Balance</b>
<b>Balance in SSG PPG a/c 2<sup>nd</sup> Jun 2025</b>			<b>1217.40</b>
24 <sup>th</sup> Apr 25 – Purchased PPG leaflet	50.00		
Bookstall Donations Jul-Sept 25 Main		104.78	
Bookstall Donations Jul-Sept 25 Back		56.13	
Bookstall Donations Jul-Sept 25 NMR		29.22	
Jun 25 – Purchased name cards	6.00		
5 <sup>th</sup> Jun 25 - Exchanged 1EUR 50C		1.50	
25 <sup>th</sup> Jun 25 – Purchased oximeter	598.80		
6 <sup>th</sup> Aug 25 – Money from old money box		3.00	
<b>Totals and Balance from 29<sup>th</sup> Sept 2025</b>	<b>654.80</b>	<b>194.63</b>	<b>757.23</b>

Dr Korn will investigate any resources that are needed for the practice.

It was agreed to add into the next newsletter a reminder for book and DVD donations.

#### **10. Kings Fund – Mark Dunn**

Mark Dunn sent his apologies.

##### **Action:**

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

#### **11. Potential practice survey**

It was agreed in an earlier discussion that an idea for the theme of the patient survey is, 'How patients find contacting the practice'. Dr Korn is discussing this with the Partners and PPG members to propose ideas for questions to the next meeting.

#### **12. Books / DVD's**

Noreen mentioned previously that she is still happy to receive donations and that donations are to be given to reception at both sites.

#### **13. Lawson Road Surgery PPG**

Noreen has collaborated with Maureen Cleall (Lawson Road PPG Chair) giving details and ideas on how our PPG started and has since evolved.

#### **14. Any Other Business**

- From 2026 PPG meetings will now be four times a year to free up time for patient appointments. 2026 dates are listed below:
  - Monday 2<sup>nd</sup> February 2026
  - Monday 23<sup>rd</sup> March 2026
  - Monday 28<sup>th</sup> September 2026
  - Monday 23<sup>rd</sup> November 2026

#### **15. Next meeting date**

Monday 24<sup>th</sup> November 2025 at St Stephen's Gate Medical Practice, 4:30pm – 6pm.

### **Summary of Actions**

- Anna to post Minutes (2<sup>nd</sup> June 2025) on the practice website.
- Dr Korn to discuss 'How patients find contacting the practice' as the theme of the patient survey.
- PPG members to propose ideas for questions regarding the theme of 'Patients contacting the practice' for the next PPG meeting.
- PPG members to consider ideas for the next newsletter and discuss at the next PPG meeting, as well as consider who will create the next newsletter.
- Noreen to add Kings Fund to the next PPG agenda.

### **PPG Membership for Information**

Noreen Neal (Chair), David Edmonds (acting Health and Safety Officer), Annie Cook, Mark Dunn, Christine Fox, Mary Gameson, Regine Godfrey, Wayne Govender, Elizabeth Groves, Caroline Norledge, Christopher Preston, Sara Shorten, Julian Swainson, Anna McMillan (Executive Assistant and Buildings Lead), Dr Melissa Korn (GP Partner).

### **QR Code for Newsletters**

