



**ST STEPHEN'S GATE MEDICAL PARTNERSHIP
PATIENT PARTICIPATION GROUP MEETING
Monday 23rd March 2026, 4:30pm – 6pm
Held at St Stephen's Gate Board Room
MINUTES**

Present:

Anna McMillan (Minutes)
Dr Melissa Korn
James Foster
Elizabeth Groves
Christopher Preston

Mark Dunn
Mary Gameson
Julian Swainson
Annie Moseley

1. Welcome and apologies

Welcomed Annie Moseley to the PPG meeting.

There are new members that would like to join who were unable to attend the meeting, they are Helen Sharman, Tina Pearce and Christine Lewis.

2. Confidentiality forms

Annie completed and signed the PPG confidentiality form.

3. Acceptance of last minutes

Anna emailed the last PPG minutes. Please email Anna if any changes are needed, if not, these will be put onto the practice website.

4. Roles in the PPG

Books/Collecting of donations - Christopher has taken on the role of organising the bookshelves and collecting the PPG donation money to give to the finance team. The donation tins will be emptied every two months.

If PPG members would like to donate any books, please hand these into reception. We just ask for no books on health or diet.

A reminder of book donations will be added into the newsletter.

Chair of the PPG – Elizabeth has offered to take on the position of Chair of the PPG. All agreed.

PPG newsletter – Elizabeth and Mary have offered to assist with the newsletter.

5. Newsletter/suggestions for the next newsletter/who will take this on?

Ideas for newsletters are:

- 27th April Covid clinic and eligibility *
- Primary Care Update
- Health check zone *
- Usual GP – Continuity
- Accessibility
- Patient compliments
- NHS App
- Medical ID on phones
- Staff update *
- PPG bookshelves *
- Appointment information *
- Reception queries
- Current PPG member info and picture *

Marked with * is what has been agreed to be in the Spring newsletter.

With regards to the health check zone, it was discussed for this to be better signposted, as well as to include pulse oximeters and an ECG. However, pulse oximeters can easily be removed from the area, and if patients require an ECG, then an appointment would be booked for this.

The health check zone has been in the practice for a couple of years but not many patients are aware of it so would be good to promote it in the newsletter.

Annie mentioned accessibility and the website. Ideas that could be added are:

- Annie stated that it can be difficult to locate where to make an appointment online so could highlight this.
- The practice has held NHS app drop-in sessions previously to assist patients with setting up the NHS app on their phones. This worked well and happy to look to start to offer these again.
- Can also manage services for someone else on the NHS app. This is called having a linked profile or having proxy access. It needs to be set up by the GP surgery.
- The practice also assists patients who need help ordering their medication and offer call backs to assist with this.
- A large iPad screen is going to be in the St Stephen's Gate MP (SSG) nurses waiting area soon. This can be used to complete online forms, as well as display information.

Another idea for the newsletter was a reminder for patients to keep their medical ID on their mobile phones up to date as this is useful to emergency services.

A staff update could also be added into the newsletter as there have been two new Practice Nurses start called Rachel France and Laura Groom.

Nicola Langham has also retired as a Practice Nurse.

Sarah Selley was a long-standing member of the cleaning team who sadly passed away in service. A tree has been planted at Newmarket Road Surgery (NMR) and a plaque is being made in her memory.

Appointment information could be added into the newsletter to show how to cancel an appointment and how important this is for patients to do.

Reception at the practice could also be asked about frequent queries they receive such as travel etc which could be used in the newsletter.

It was decided to add in a current PPG photo and advise patients of the new Chair of the PPG.

Action:

- It was agreed that Mary and Elizabeth will create a draft of the newsletter before Easter bank holiday weekend.

6. Update from Practice

A new glass screen is being put up at St Stephen's Gate Medical Practice. This will help provide some protection to the front desk staff such as illnesses and safety etc.

7. Finance

The table below shows the transactions since the last meeting. The available funds are now £1097.78.

PPG Finances	Paid out	Paid in	Balance
Balance in SSG PPG a/c 29th Sep 2025			757.23
Bookstall Donations Oct 25 NMR		17.54	
Bookstall Donations Oct 25 SSG 2		41.38	
Bookstall Donations Oct 25 SSG 1		65.91	
Bookstall Donations Mar 26 NMR		26.27	
Bookstall Donations Mar 26 SSG 1		140.48	
Bookstall Donations Mar 26 SSG 2		48.97	
Totals and Balance from 9th March 2026		340.55	1097.78

It was agreed that the PPG will pay for half of the memorial plaque for Sarah Selley. The plaque cost was £124.86, so the PPG will pay £62.43.

The PPG were asked if they would provide prior approval funding for vulnerable patients such as an occasional taxi etc. This was agreed.

8. AOB

- It was discussed that the next PPG meeting is quite far away, so an additional date of Monday 15th June was decided.

9. Next meeting date

Monday 15th June 2026, 4:30pm – 6pm at St Stephen's Gate Medical Practice.

Summary of Actions

- It was agreed that Mary and Elizabeth will create a draft of the newsletter before Easter bank holiday weekend.

QR Code for Newsletters

