

**Bloxwich Medical Practice**  
**PPG Meeting Minutes 20<sup>th</sup> January 2026**

Invitees	Apologies
(KW) Karen Williams - Practice Manager (TB) DR Thomas Brand – GP (JH) Julie Hykin – Chair (ME) Mal Elcock – Minutes (LH) Lesley Hopley (JM) Jayne Mountford (AS) Andy Smith	Carole Smith  N.B. amendment to minutes of previous meeting: Carol Smith for 14 <sup>th</sup> October 2025

<u>Matters arising from previous meeting</u>					
Jayex board	KW advised that PPG information was now shown on the Jayex board	PPG members to monitor			
<b>PPG board</b>	Suggestions for posters to encourage patients to attend PPG meetings were discussed. It was agreed that a new poster displaying the message from the practice GPs that they need the opinions of their patients could be effective  Other ideas included stating that meetings only take place every 3 months and last for about an hour  KW agreed to look at the possibility of displaying PPG posters and information on the room divider in the waiting area	KW to ask Kim to create a poster  KW to investigate the possibility and feedback at next meeting			
<b>Possibility of virtual meetings and on-line involvement</b>	AW said virtual meetings would be difficult due to delays before people could speak  TB suggested that, if patients can't make meetings, they could leave any questions or suggestions with reception				
<b>Awareness day to promote NHS app</b>	See Rolling items				
<b>Rolling items</b>					
<b>PPLG update</b>	As it has been 2 years since the last meeting, JH reported that a suggestion to e mail the chairs of other PPGs to ask if they were still interested in meeting was not possible as e mail addresses were not available. Letters to the chairs via the surgeries are being considered.  It is likely that future PPLG meetings will be without the support of the Integrated Care Board	JH to update at next meeting			
<b>Update from Practice Friends and Family</b>	<b>Friends and Family feedback responses 2025</b>				
	<b>Response</b>	<b>October</b>	<b>November</b>	<b>December</b>	
	Very good	374	203	158	
	Good	52	24	16	
	Neither good nor poor	4	2	1	
	Poor	3	0	0	
	Very poor	2	0	4	
	Don't know	1	1	0	
<b>Total submissions</b>	<b>436</b>	<b>230</b>	<b>179</b>		

<p><b>Ideas for engaging with all age groups</b></p> <p><b>Awareness day to promote NHS app</b></p>	<p>TB said that the PPG was a useful two way system allowing staff to advise or consult for patients' views and patients to question and offer opinions and suggestions</p> <p>AS asked if the PPG could be advertised at clinics such as for mothers and babies but these now cover several practices</p> <p>LH wondered if patients could be invited to give suggestions pre meetings via a suggestion box; JH said the prescription box could perhaps be used for this</p> <p>JH asked if PPG information, e.g. meetings held quarterly, could be added to prescriptions</p> <p>AS suggested adding PPG information to the Family and Friends feedback form</p> <p>KW advised that there are resources – leaflets etc. on the app</p>	<p>TB to consider</p> <p>KW to consider</p> <p>KW awaiting Chelsey's return to locate resources</p> <p>Further discussion at next meeting</p>
<p><b>Issues raised by PPG members</b></p>	<p>KW reported that the Practice website PPG page had been updated and was now easier to find</p> <p>PPG notice board – see Matters Arising above</p>	
<p><b>PPG AGM</b></p>	<p>The Chair and Secretary (minutes) posts are due for re-election at the next meeting, which will be the AGM; JH asked for nominations for the positions</p>	<p>To be addressed at the next meeting</p>
<p><b>Next meeting date</b></p>	<p>14<sup>th</sup> April 2026</p>	