



Patient Participation Group

Meeting held at Long Bennington Medical Centre

Wednesday 28th January 2026 at 10.00am.

Attendees: Andy Taylor, Chair (AT), Jane Evans (JE), Jeanne Lambert (JanL), John Leighton (JohnL), Keith Bowers (KB), Peter Watson (PW), Simon Bray (SB), Lizzie Kay-Stott (LKS), Kate Fisher (KS), Michelle Gilbert (MG) and Vikky Akinyemi (VA)

- 1. Apologies for absence:** Eileen Ross and Nicola Bland
 - New attendees Jane Evans and Vikky Akinyemi were both formally welcomed to the PPG meeting by the Chair.
- 2. Approval of minutes of previous meeting held 19th November 2025 –** agreed as a true and accurate record.
- 3. Matters arising.**
 - An increase in volume of the appointment alert for patients in the waiting area be investigated
 - Five PPG member bios still outstanding.
 - Fact sheet detailing information to patients on the flow of the appointment process (similar to the Journey of a Prescription already done and to be added to the website) is to be created. As patients no longer have to call at 8.00am, this would be useful.
 - Patient engagement session – it was agreed improvements could be made and a drop-in session (possibly off site) was discussed along with the potential use of visual aids. Date of next session to be established.
- 4. Surgery updates.**

Report from VA

 - DBS forms are outstanding for those PPG members who do home visits. A couple of members of staff are interested in supporting patients with home visits. LKS to discuss with both.
 - DNA's Nov 67 and Dec 94.
 - Flu vaccinations – 1779 patients were vaccinated in Dec.
 - Thanks to MG for work on the PPG noticeboard.
 - LKS referred to Winter Warm Packs received from Age UK and some of these are to be handed out at home visits.
 - Foodbank donation – fantastic support with 175 items collected.
 - 2 people joined the newly introduced short walk, and 13/14 people joined the long walk. Following liaison with LKS and completion of a risk assessment, hot drinks are to be offered at the end of walks. This will start February.
 - Development update from LKS – a summary of the progress of Phase 1 was provided, expecting to it be completed by 20th February. Phase 2 will commence immediately after with w/c 23rd February being a difficult week for dispensary staff, with no shelving and having to be fully operational using dust proof boxes. It was confirmed that the prescription flow will be improved as a



result of the introduction of a new hatch in the waiting room, dealing with patient prescriptions from the GP or ANP.

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- 5. Well-being walk update.**
 - See surgery updates
- 6. DNA's November and December.**
 - See surgery updates
- 7. Outstanding member bio forms.**
 - See matters arising.
- 8. Home Visit support.**
 - No report
- 9. Dementia Group Support.**
 - Starts again 9th February
- 10. Foston Neighbours.**
 - It was reported that the Christmas lunch was very successful and two more residents have been identified as vulnerable.

Any other business:

- Replication of the Foston lunches in LB was discussed and how it would be supported was considered. It was agreed to discuss further at the next meeting.
- SB advised that a licence for on site fundraising would not be required. Only landowner permission is required.
- KF provided feedback on positive response to her PPG bio and raised questions regarding Medication Reviews. It was confirmed these are conducted via the Primary Care Network.
- It was discussed and agreed that the AGM will take place at 11.30am on Wednesday 25th March, immediately after the PPG monthly meeting.
- It was confirmed LB residents attending the last Foston Neighbours lunch raised £150 to support the group.

Meeting closed 11.45am

DONM: Wednesday 25th February 2026 @10am.

Actions:

1. Increase in volume to alert patients to appointments to be investigated further. LKS
2. 5 x PPG members required to complete and return their outstanding bio forms. All
3. Fact sheet to be created and shared with information on the appointments process. LKS
4. Journey of a Prescription to be added to the website. LKS
5. Patient engagement session – to consider drop-in session/improvements and agree date of next session. LKS/PW
6. Discuss home visits with two members of staff who have expressed an interest. LKS
7. Add introducing LB Lunches to next agenda. JE