

CMK PPG Meeting 15 July 2026

Attendees:

RS – Chair

CR

BS

SK

TK – Note taker

Yvette Baker – CMK Practice Manager

Cally Neal – CMK Patient Liaison Officer

Daniel Barr – PCN Health and Wellbeing Coach

Apologies: Colin Levett

Meeting Notes

1) Dan Barr gave a presentation on the role of a Health and Wellbeing Coach (Slides to be shared). Discussion around how the PPG be actively involved in supporting the Health and Wellbeing of the wider patient cohort. For example, walking groups – PPG can access training to run Walking Groups.

Yvette advised that she will be inviting a member of staff from each of the additional roles to provide the PPG with an understanding of what each role entails and how patients can access these.

Action: Add to Agenda – standing item for presentations.

Action: Add to Agenda - PPG to discuss and agree the method of disseminating this information to the wider patient list.

Discussion following this presentation included information around ‘condition based’ groups the Practice have and/ or are developing. The groups talked about reaching into existing Practice based groups (Carers Coffee Group, Fibromyalgia Support group were mentioned) to increase membership of PPG – or to gain ‘Associate’ members who would volunteer to support information days or facilitating things like the walking groups.

Suggestions around managing numbers to groups and events included setting up the RSVP through Eventbrite or similar.

2) Yvette provided the Practice Update (to be attached) and the group had a discussion about the various items. The Did Not Attend numbers were a hot topic with a conversation about how best to get this information out to patients. Having a slide on

the waiting room screen was suggested. The group agreed that people need to be aware of these numbers, and the cost to the Practice/ NHS of missed appointments. There was a question about whether a screen slide was the most effective way of reaching people who did not attend the practice.

The conversation roamed and the use of posters as a way of disseminating information was discussed. Yvette prefers not to have posters however, the PPG feel that this might be a better way to provide information to more people as the screen takes a long time to get back to a particular slide if you didn't manage to read the first showing, and important information about the supporting roles (Social Prescribers etc) were taken off the rotation because they were too hard to read.

Yvette and Cally brought a Patient Story regards the Triage system. This demonstrated the abuse that Practice staff receive. A question was asked about whether (and how) staff are supported following difficult interactions, and if there was a protocol in place to manage these incidents. Yvette advised that staff provide emotional support to each other, and that there is an Employee Assistance programme that staff have access to.

Action: PPG to support the practice in educating patients about the Triage system.

3) Security was raised regards people being able to walk past reception unchallenged. This led to a discussion about the staff/ education room lift and the wayfinding.

****Following the meeting (so not technically part of the meeting notes', C did a quick '15 Steps' type environmental assessment. Some valid points to consider: The toilet – while it has a Radar Key, it does not actually have a door handle which will make entry very difficult for people who have a disability. The signage for the lift is not necessarily in the right place. Perhaps a sign on the lift door that people will see while they wait for it to arrive would be more helpful.**

Potential Action: While this was not agreed in the meeting, it may be beneficial to provide 15 Steps training to PPG members who can then carry out a fuller observation and assessment of the public areas of the practice.

4) PPG Patient Survey was discussed. Chair has the questions from the last survey. A Working Group will be required to build and agree methods of engagement to ensure good response rate. The Practice is looking at survey to be live in September/ October.

Action: Volunteers required to form working group.

ACTION: MEETINGS WILL BE HELD ON THE 2ND WEDNESDAY OF ALTERNATE MONTHS.

Next meeting: Wednesday 9th September 3:30-5:30