

Patient Participation Group Minutes

Wed 21st Jan 2026

Attendance:

PPG: Stuart Wilson, Sharon Conroy, Janis Gregory, Marion Hall, Brenda Bell, Gail Johnson

Surgery: Danielle Roberts

Apologies:

Angela Maine (Practice Manager), Lesley Wells (Chair), Sue Atherton (vice-chair)

Minutes from previous meeting:

The minutes from the previous meeting were agreed.

Staff Updates:

Dr Mushtaq has now joined the surgery.

Bethany Taylor has joined the nursing team at the practice.

Angela Maine is now the Business Practice Manager

Danielle Roberts is now the Operational Practice Manager

We wish them all congratulations in their new roles.

Charlotte has left because of travel time and we wish her well in her new endeavours.

Finally, we send our congratulations to Amy on her new arrival. We hope she is enjoying her time as a new mother, and we look forward to her return.

Meeting Dr Sin:

Dr Sin came to say hello to the group and we were very pleased to meet him.

Rapid Health

The surgery has successfully implemented the Rapid Health triage system.

There are teething issues still to be ironed out – members of the group highlighted a few issues they had encountered and Danielle will review them.

Marion provided an update from the area meeting where the roll out was discussed:

The system had been implemented in several surgeries in the area with very few issues at the time of the meeting. 7 surgeries are live and Mickleover Medical Centre was in the process of going live.

A dashboard showing performance and statistics is imminent and intended to assist practice managers in their operational planning.

A post implementation review for practice managers and admin staff is planned to enable shared operational practices to be assessed.

Patient Questionnaire

The patient questionnaire requires a review – this item was postponed to the next PPG meeting in April.

Practice Boundaries / Catchment Areas

Due to increased population in the Mickleover area, and following a review with the ICB / CQC, the practice needs to review the catchment area of their patients. To be discussed further as the proposal is developed.

Any other business:

None

Next Meeting

April 22nd 2026