

## **Notes of the PCN Patient Participation Group held on 25 March 2026**

These notes summarise discussions and actions from the Swadlincote Primary Care Network (PCN) Patient Participation Group (PPG) meeting. They are shared for information for patients and the wider community.

### **Present:**

Melanie Foster Green	PCN Manager (Chairperson)
Mark Evans	Gresleydale PPG
Lyn Hackett	Woodville PPG
Alan Lester	Swadlincote PPG
Nick Locke	Woodville PPG
Suzanne Minney	Clinical Lead

### **Apologies:**

Graham Joynes	Heartwood PPG
Judy Stanhope	Newhall PPG

## **Welcome and introductions**

Attendees were welcomed to the meeting and invited to introduce themselves. Mel introduced herself as the Primary Care Network (PCN) Manager for Swadlincote PCN and advised she has been in post for 11 months. Mel also introduced Suzanne Minney, Clinical Lead for the acute, on-the-day service and Enhanced Access, based at Ragsdale House.

The group noted that the September meeting had been cancelled and apologised for the delay in rearranging.

## **Appointment of Chairperson and Vice Chairperson**

Mel explained that the previous Chair, Karen, had resigned from the role due to ill health. The group recorded their thanks to Karen for her contribution and support and wished her well.

The group agreed that the Chairperson and Vice Chairperson roles should rotate between practice Patient Participation Group representatives, supported by the PCN where needed.

It was agreed that practice Patient Participation Groups would consider updating their Terms of Reference to reflect the rotating Chairperson and Vice Chairperson roles for PCN PPG meetings.

## **Review of Terms of Reference**

The group reviewed the Terms of Reference (how the group works). These were last reviewed in April 2024. Mel shared a revised draft and members agreed to review it and send any suggested changes ahead of the next meeting.

## **Overview of services operating at Ragsdale House**

Mel shared an overview of the PCN team structure to help explain how services at Ragsdale House are supported.

Suzanne gave an update on how the acute, on-the-day service is operating at Ragsdale House and the types of appointments available. This includes:

- On-the-day appointments for minor illness and other health concerns
- Phlebotomy (blood taking)
- Long-term condition reviews (part 1)
- Electrocardiogram (ECG) tests
- Ear care (including ear syringing where appropriate)
- Wound dressings

A summary of activity at Ragsdale House for the on-the-day service was shared.

Highlights included:

- From January 2025 to February 2026, **8,042** appointment slots were offered for minor illness and injuries; of these, 81%–97% were used.
- The PCN appointed its first Health Care Support Worker in July 2024, followed in late 2025 by a second Healthcare Support Worker (HCSW). Both HCSWs undertake bloods, ear syringing, ECGs, wound dressings and part 1 health checks. To date, **580** appointments have been used for a variety of services listed above, and **6,270** blood appointments have been used.
- Friends and Family test (a short patient feedback survey): **97.1%** rated their experience as good or very good, and **96.5%** said they were likely or very likely to recommend the service to friends and family.

The full activity summary is included with this document.

The group discussed how future summaries could be presented, including whether practice-level trends would be helpful and the number of Friends and Family responses received each month.

Mel and Suzanne explained that this is the first version of the activity summary and that it will be refined over time. The group agreed to share feedback on what information would be most useful for patients and the community.

### Updates from practice Patient Participation Groups (PPGs)

<b>Gresleydale PPG</b>	Mark advised that the PPG has 10–11 members and meets monthly on the third Tuesday. The group is considering creating a podcast to support communication. The PPG held a men’s health awareness session last week. It was agreed it would be beneficial to run future sessions jointly with the Swadlincote practice PPGs and the PCN PPG to support higher attendance. The next session is planned on breast cancer, and members indicated they would be interested in developing this as a Swadlincote PCN event, involving all five PPGs. The surgery has also introduced a telephone call management system (“Emma”); feedback so far has been positive.
<b>Heartwood PPG</b>	No update was available from Heartwood PPG at this meeting. <i>N.B. Following the meeting, Graham contacted Mel to advise that he had stepped down as Chairperson of the Heartwood PPG. Mel will contact the practice to ask whether the group can nominate a new representative to attend PCN PPG meetings.</i>
<b>Newhall PPG</b>	
<b>Swadlincote PPG</b>	Alan advised that the PPG has approximately 10 members and meets every two months on the third Tuesday. The practice is currently using System Connect as its online triage tool, which is working well. Alan also noted that PPG member names are not currently displayed in reception, unlike some other practices.
<b>Woodville PPG</b>	Nick advised that the PPG has 10 members and meets quarterly. The group is currently considering setting up a Facebook or Instagram page. The group is also reviewing an online triage system demonstration, noting the importance of understanding whether any new software would improve patient care. Nick advised that the PPG minutes were previously displayed on a noticeboard in reception but are now kept in a folder; he noted that they appear to be read more often in this format. The group is finding it difficult to

	recruit younger members. The building is currently at maximum capacity for clinical rooms.
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### **Future agenda items**

If you have a suggestion for a future meeting topic, please share it with your practice Patient Participation Group representative.

### **Any other business**

- (a) **Text messages** – The group discussed the quality of some recent flu vaccination text messages. Mel apologised and confirmed that improvements are being made to ensure future messages are clear and well presented.
  
- (b) **Indemnity arrangements** – The group discussed whether Patient Participation Groups have any indemnity arrangements in place. No current arrangements were identified. The group also discussed the Patients Association, an independent patient charity that campaigns for improvements in health and social care.

### **Meeting dates and times 2026**

It was agreed that, following the revision of the Terms of Reference, the group would meet again on **Wednesday 27 May 2026 at 18:30**.

### **Closing remarks**

Mel thanked everyone for contributing to the meeting.