

Ventnor Medical Practice

Patient Participation Group (PPG) Meeting Minutes

Date: Tuesday 13th October 2026

Time: 5.30 pm

Venue: Routine Hub

Present

PPG Members

- Zorina Walsh (ZW) – Chair
- Catherine O'Callaghan (CO'C)
- Joyce Milford (JM)
- Neil Hedges (NH)
- Chrissie Blow (CB)

Practice Representatives

- Tracy Savage (TS) – Partner and Pharmacist
- Jo Bennett (JB) – Practice Manager

Welcome and Introductions

- The Chair welcomed everyone to the meeting.
- A warm welcome was extended to Nev Soper, who attended the meeting as a prospective new member to observe the PPG. Nev introduced himself to the group and was welcomed by members.

Apologies: None.

1. Matters Arising from the Previous Meeting

- **DNA Policy**

JB confirmed that she was aware the Practice's DNA (Did Not Attend) Policy was still awaiting final sign-off. JB advised that she would make completing and signing off the policy a priority.

- **Practice Website**

The group discussed the importance of ensuring that information on the Practice website remains current, accurate and useful for patients.

- NH kindly offered his time and support to assist the Practice with reviewing and maintaining the website, which was gratefully accepted by the Practice.
 - ZW also highlighted that some of the information relating to eConsult on the website appeared to be incorrect or out of date. JB agreed to review this and ensure the information is updated as necessary.
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2. Really Useful Thursday

- The group discussed the next Really Useful Thursday, which is due to take place on 29th October 2026.
 - It was noted that, following this session, Really Useful Thursday will ordinarily take place on the first Thursday of each month.
 - Members were encouraged to continue promoting the sessions where appropriate.
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3. Feedback from Mock CQC Day

- JB and TS provided feedback following the Practice's recent Mock CQC Inspection.
 - Both felt that the day had been extremely useful and provided a valuable opportunity to review current processes, identify areas of good practice and highlight areas where further improvements could be made.
 - An action plan has been developed following the visit, and the Practice will now work through the identified actions to ensure that any learning and recommendations are embedded into day-to-day processes.
 - The PPG welcomed the proactive approach being taken by the Practice.
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4. Surgery Update

- JB provided a general update on the Practice.
 - The Practice is currently fully staffed and stable, which is a positive position following previous periods of recruitment and staffing changes.
 - The Practice will continue to monitor staffing, patient demand and service provision to ensure that appropriate levels of support and access are maintained.
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5. Any Other Business

- **Community Nurse Contact Details**

JM asked whether the Practice directory could be updated to include the new Community Nurse telephone number.

- The Practice agreed that this should be reviewed and updated to ensure staff and patients have access to the correct contact information.

- **Baby Box / Midwifery Presence**

JM also raised that the Midwifery Team appeared to be reducing its presence at Baby Box and asked whether the Practice was aware of the changes and whether any service mapping had been undertaken in response.

- JB advised that the Practice had not been made aware of the Trust's plans regarding the future Midwifery presence at Baby Box.
- As JM regularly has contact with the team through Baby Box, JB asked if she would kindly enquire with the Midwifery Team when she next sees them to establish whether they are able to provide any further information regarding the planned changes.
- Once further information is available, the Practice can consider whether there are any implications for local patients or whether any additional signposting or service information is required.

Appointment of PPG Vice Chair

- At the close of the meeting, Zorina Walsh (Chair) proposed that Neil Hedges be appointed as Vice Chair (Deputy) of the Patient Participation Group.
- The proposal was seconded by Catherine O'Callaghan and Chrissie Blow, and Neil was duly voted in as Vice Chair.
- The group congratulated Neil on his appointment and thanked him for his continued involvement and support of the PPG and the Practice.

Action Summary

Key Action / Follow-up	Lead	Update / Timescale
Finalise and sign off the Practice DNA Policy	JB	Priority
Review the Practice website to ensure information is current and accurate, with support from Neil	JB / NH	Ongoing
Review and correct the eConsult information on the Practice website	JB	Before next meeting
Continue progressing the actions identified following the Mock CQC Inspection	Practice Team	Ongoing

Update the Practice directory with the new Community Nurse contact number

Practice

Before next meeting

Speak with the Midwifery Team regarding their reduced presence at Baby Box and clarify future plans

JM

Feedback at next meeting

Meeting Close

- The Chair thanked everyone for their attendance, contributions and continued support of the Practice and PPG.
- Next meeting 5.30pm 26th January 2027