

Kelsall PPG Meeting

Wednesday 29 April, 2026

held at the Medical Centre, Kelsall

Minutes

Present : Caroline Stein (Chair), Alan Bottomley (Vice Chair), Michele Elvin (Secretary), Dr Kylie Daniels, Julie Johnson, Linda Ashdown, Jen Bottomley, Fiona Bazeley, Nick Kusznir, Alan and Ann Parsons.

Apologies & Minutes of the last meeting

Georgina Bailey, Roger Bailey and June Willis. The minutes were accepted.

1. Action Tracker

All matters on the action tracker are covered elsewhere on the agenda.

2. Chair's Report

Caroline welcomed Linda to the PPG. Linda is a Trustee at the Hub charity and will be the liaison between the Hub and the medical team and will keep us up to date.

Following our last meeting a concern came to the committee from a patient. Caroline thanked Julie for sorting this matter out swiftly and to the patient's satisfaction. In the future, themes can be discussed at PPG meetings, but personal complaints or concerns should go through the official channels. So, if anyone raises a complaint or concern personally to any of us, please direct them to the website which has the necessary information. In this way it is formally recorded and directed to the appropriate member of staff to deal with the case as quickly as possible.

Here are the instructions on how to do that:

- Go to home page of the Kelsall medical centre website
- Right at the bottom see "Complaints & Feedback"
- Fill out the complaint form and send

Action : Julie to check there is a paper copy of the form held in reception for those not IT savvy.

3. Update on the Medical Centre

A new member of staff has joined the Practice. Cath Parker, Pharmacy Technician, will be covering maternity leave.

The advert for a Social Prescriber Link Worker is due to be advertised by the PCN Manager in the next few weeks.

The meeting between the Medical Centre and the Kelsall Pharmacy has yet to happen.

Julie has managed to get through to CWAC about obtaining a grit bin, has a job number and is awaiting a response.

Julie has also contacted CWAC about being provided with forward notice about any scheduled closures of the road to the surgery, following its recent closure without notice. The Medical Centre wants to be able to inform patients in advance. However, CWAC's response to Julie's question online did not seem to understand their challenge. It was pointed out the Parish Council get advance notice of road closures.

Action : Fiona to send Julie contact details for Claire Deruty.

The Medical Centre is waiting to hear about funding to repurpose the dispensary.

Julie reported that the numbers of patients at Kelsall Medical Centre have grown. Kelsall now has more patients than the Bunbury practice.

4. LMC Patient Facing Comms

Julie presented a short video which the Cheshire Local Medical Committee (LMC) has provided to all practices regarding some financial information on funding. The LMC had asked that the video be looked at to determine whether it was felt it would be suitable to show on the TV screens in waiting rooms.

The PPG was in agreement with the Practice that the screens should only be used to provide health and wellbeing information for patients and the decision was unanimous not to show the video.

5. Chair's Report

The next meeting of the PPG Chairs is 7th May. Caroline will report back after the meeting and once the minutes have been agreed.

6. Wellbeing Hub Report

Linda reported that a growing number of people are using the Wellbeing Hub. However, they are keen to broaden the age of their users and are seeing 2026 as the Year of Youth. They are talking with 14 young people in the village to understand what they would like to see the Hub providing for them. Linda said that some of this provision may be outreach. They are also working with the Parish Council. They are targeting the 12+ age range.

They are intending to open the Hub on a Saturday morning from the end of May as this is the time young people are most likely to visit.

Action : Linda and Julie to liaise re Saturday morning opening of the side gate given the conditions of the lease.

It was suggested that Kelly from the Wellbeing Service may be a good liaison point to encourage referrals from the Medical Centre to the Hub.

7. Patient Access

Caroline thanked Kylie Daniels, Nick Kusznir, Sam Dawson and Katie Petty who helped Caroline with the report that has been shared with the PPG Group.

Everyone was impressed by the amount of information and learning for the PPG in the report.

8. Friends and Family

The Friends and Family survey results for March are as follows:

V Good	293
Good	33
Neither	3
Poor	1
V Poor	1
Total	331
Good or v. Good %	99%

9. Recruitment of New PPG Members

Kylie had previously circulated a draft letter for comment to send to potential new PPG members with either a learning disability, autism or who have a carer. After discussion it was decided that a call out of interest might work better in the first instance.

There was a discussion about how to attract a wider demographic of members to the PPG that reflects the surgery patient profile.

Action: All – ideas on how to attract new members.

10. Newsletter

Caroline to do a piece on the research about Patient Access.

11. Any Other Business

There was no further business.

Next Meeting

The next meeting will be held on **1 July 2026**.

The meeting closed at 6.20 p.m.