

PPG Meeting

Date & Time –

Thursday 26th February 2026 – 13.30pm

Hosts –

Charlie Brierley (CB)

Attendees –

Isabella Jeans (IJ)
Leslie Allen (LA)
Duncan Reid (DR)

Apologies -

Diane Waddington (DW)
Roy Hibbert (RH)
Alan Rigby (AR)

<u>Agenda items</u>	<u>Comments</u>	<u>Actions</u>
<ul style="list-style-type: none"> • CW Update 	<p>Charlotte has given birth to a healthy little boy.</p>	
<ul style="list-style-type: none"> • Building Security update 	<p>Key codes have been fitted to both the reception door and door leading to upstairs.</p>	
<ul style="list-style-type: none"> • Is abuse from patients getting worse? How many incidents on average a week do the practice staff experience? 	<p>I think the word “abuse” is quite strong, patients sometimes get frustrated and this can be understandable if they are unwell. I would say around once a month we maybe get a more aggressive patient.</p>	
<ul style="list-style-type: none"> • What is in place to help the staff deal with the effects of this? 	<p>All staff complete annual training on handling difficult situations, we would also be able to signpost for additional support if needed.</p>	
<ul style="list-style-type: none"> • Community Diagnostic Centres (CDC) wondered if any were available in the Bolton area. If so, are they recommended by our practice? 	<p>Lung screening has already been rolled out to our patients, this is a service ran by NHS England. Monthly texts are sent to patients who are due bowel screenings encouraging them to take the</p>	<p>Awareness to be added to the next newsletter.</p>

<ul style="list-style-type: none"> • Wait times for Emergency appointments. • DNA Stats 	<p>test and follow up calls are made if they haven't sent the test back to encourage to do so.</p> <p>Due to the nature of emergency appointments, they can run over and cause the doctors to run behind, unfortunately this is unavoidable. Dr Ashraf waited 12 hours to be seen at A&E recently with her daughter.</p> <p>Total DNA's 2025 – 420</p> <p>Jan 2026 – 57 patients Jan 2026 – Emergency on the day DNA's – 11</p> <p>So far 2026 - 97</p>	
<p><u>AOB –</u></p> <p>Overall positive feedback that the practice seems to be running smoothly.</p> <p>If anyone knows of anyone that would like to join the PPG please let me know.</p>		

Next meeting – May 2026 – Date and time TBC