

Dr Kent & Partners Patient Participation Group Minutes

Minutes of the meeting held Thursday 25th September 2025
 Dr Kent and Partners, Park Road, Tarporley, Cheshire, CW6 0BE

Item	Agenda items	Action
1	<p>Welcome and apologies for absence Chairman Graham [REDACTED] BEM welcomed members: Rachel [REDACTED], Don [REDACTED] and Ray [REDACTED] to the meeting, also Charlotte Salt (Practice Manager) and Karen Lamb (Administrator).</p> <p>Apologies for absence had been received from Roy [REDACTED], Jane and Paul [REDACTED], Alison [REDACTED], Julie [REDACTED], David [REDACTED] and Sylvia [REDACTED].</p>	
2a	<p>Minutes of the previous Meetings</p> <p>(a) Minutes of the meeting held January 23rd 2025 were approved and signed.</p> <p>(b) Minutes of the meeting held June 26th 2025 were approved and signed.</p>	
2b	<p>Update on Outstanding Actions</p> <p>The Chairman referred members to the Action Log of the minutes of 26th June. Charlotte Salt updated members on item 20250626-008 and explained that contact information for Paul [REDACTED] Chairman of the PPG at Drs Adey and Dancy had been passed onto the joint Chairs of the Dr Kent & Partners PPG. It was noted that Paul [REDACTED] was also Chair of both Rural Together and PPG Group Chairmen. Linking together the 2 PPGs was seen as a positive suggestion with ideas for joint practices but it was noted that committee meetings needed to be held separately.</p> <p>Charlotte Salt advised members that item 20250626-011 the addition of the practice email address had been added to the Practice website.</p> <p>Charlotte Salt informed members that item 20250626 – 010 regarding updating the Prescription Home Delivery review had not yet been completed.</p>	<p>Charlotte Salt</p>

	<p>Charlotte Salt reported that item 20250626-005 regarding the shortening of the Practice answerphone message had been completed</p>	
3	<p>Practice Update Newsletter Charlotte Salt informed members that a Practice Newsletter would be circulated to all patients on Friday 26th September 2025 containing practice updates and information on GPs and staff members. This would also be added to the Practice website.</p> <p>Notice Board The Chairman handed members a “Meet Your GP practice Team” leaflet and asked whether something similar could be replicated at Tarporley Health Centre. Charlotte Salt reported that she had been considering putting up a large board in Reception with names and photographs of staff members and descriptions of their roles within the practice. Rachel [REDACTED] suggested a group photo of the PPG members could either be added to the board or to the TV screen in Reception.</p> <p>Staffing Charlotte Salt updated members on new staff members including Jennifer Callaghan, the new Reception Manager across the 3 sites. She added that the Practice was advertising for a new locum GP under the new ARRS (Additional Roles Reimbursement Scheme) funded by the PCN budget. There is also additional winter funding being provided this year to cover some addition GP sessions over the months of December and January – the busiest time of year for primary care.</p> <p>NHS App Charlotte Salt reported a 4% increase in the number of NHS App users to 4883 (= 67% of patient population).</p> <p>BRIO Stop Smoking Campaign Rural alliance has been talking to BRIO to see if they can get them to offer this service in the rural area so patients can access this without having to go to Chester, they seem keen so will update when we know more.</p>	

	<p>Charlotte informed members that Healthbox had given notice to the PCN, so this service will not be available until the PCN have new provider.</p>	
4	<p>Wellness Event at Tarporley Community Centre Graham [REDACTED] had attended the event on behalf of the PPG. He reported that attendance had not been high and members discussed whether the event benefitted the very people it was aimed at. It was suggested that members could create a Social Directory of services which could be emailed directly to people thought to be most in need, ie lonely/socially isolated. Graham [REDACTED] believed Tarporley Rotary might be willing to share details of Healthcare attendees which could be used as a starting point for the Directory. Rachel Freeman questioned whether the Directory could be transcribed for people with sight problems.</p> <p>Members reported that the PPG's visual representation at the Wellbeing Event had been poor. Charlotte Salt agreed to fund member name badges and a desk sign stating TARPORLEY HEALTH CENTRE – PATIENT PARTICIPATION GROUP, for use at future events.</p>	<p>Graham Spencer</p> <p>Charlotte Salt</p>
5	<p>Any other business Charlotte Salt informed members that from 1st October all GP surgeries would be required to provide same-day appointment booking facilities for non-urgent appointments. These have to be triaged between the hours of 8.00am and 6.30pm. She reported that Dr Kent & Partners had already been providing this service facilitated by the online Patches service.</p> <p>Graham [REDACTED] asked for volunteers for note-taking at meeting. No volunteers came forward.</p> <p>Charlotte Salt asked for members' feedback on how the Reception notice boards are looking following the update and Graham [REDACTED] suggested the PPG board needed to be in a more prominent position and other members suggested there were too many posters.</p>	<p>All members</p>
	<p>Date of Future Meetings 12th March 2026 11th June 2026 10th September 2026</p>	

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