

DRAFT

Campus Health Centre Patient Participation Group

Minutes of the meeting of the Campus Health Centre Patient Participation Group held on 19th February 2026 in the University Occupational Health Department.

Present:

Brian Swallow, Dick Groke, Margaret Groke, Ray Stowe, Anna Ainsworth and Mark Whitaker

1. Apologies for absence:

Apologies were received from Diana Sandy

2. Minutes of the meeting held on 11th December 2025

The minutes were approved.

3. Matters arising

a. E-Magazine

Mark circulated a draft e-magazine for discussion. Members of the meeting felt the format was appropriate and thanked Mark for the preparation of the magazine.

Mark agreed to publish an up-dated version on the web site and to circulate to patients. In addition some would be printed for the waiting room.

4. Friends and Family Test

The monthly results were circulated from April 2025 to January 2026. It was noted that overall the results are very positive, with 96% in the good or very good categories. Only 2% were in the poor or very poor category.

The comments from patients were also circulated and the meeting considered those in the poor or very poor categories.

Mark monitors the test data and considers each of the negative comments in order to attempt to resolve any issues. He is considering adding an optional section on the Friends and Family Test to request a contact number on the form in order that any concerns may be addressed individually with the patient.

5. Membership recruitment

Ray reported that he has not heard anything more from the equality department at th University regarding a representative of the student body to sit on the Committee. He will attempt to approach the Welfare department to ask if they would be able to encourage a new member.

Brian agreed to put place a note on the Newland Park WhatsApp group to see if any patients of the Health Centre wold be interested in joining the PPG.

Mark agreed to approach the student doctors who attend the surgery to encourage membership.

6. Video consultations update

The number of patients availing themselves of this service are:

October	21
November	74
December	85
January	9

Patients are generally positive about the service with a mean average patient rating of 4.86/6. The median rating is 6/6. The number of patients failing to attend appointment (DNA) was 6.3%

7. Any other business

a. Prescriptions

In accordance with national guidelines, the practice is discontinuing providing prescriptions for two monthly periods, and are moving towards only prescribing for one month at a time.

Patients can renew their prescription two weeks in advance, in order to manage holiday periods.

Forty-eight hours notice is required. However, problems can arise if the pharmacist does not have the medication prescribed.

Members of the meeting noted the good service provided by both Keith's pharmacy and Hull Pharmacy.

b. Campus email address

Mark reported that there is a new email address for the campus which he will circulate.

c. Staffing

Dr Lorences is giving up his partnership in the Practice and becoming a salaried GP. Dr Milazzo is in negotiation with another Doctor with a view to becoming a partner.

d. Building

Mark has written to the University to ask if there is an opportunity to purchase the building. It is unclear where the money will be found, especially considering that the ICB and NHS England are in turmoil due to the re-organisation.

e. Research

Anna reported that research by the University is being conducted at a Cottingham surgery and wondered whether there are opportunities for research projects at the Campus Health Centre.

8. Schedule of meetings.

21st May 2026

3rd September 2026

10th December 2026

9. Date of next meeting.

Thursday 21st May 2026.