

Campus Health Centre Patient Participation Group

Minutes of the meeting of the Campus Health Centre Patient Participation Group 3rd September 2026 in the University Occupational Health Department.

Present:

Brian Swallow	Dick Groke
Margaret Groke	Ray Stowe
Anna Ainsworth	Diana Sandy
Mark Whitaker	Dr. Syed Javed

1. Apologies for absence:

No apologies were received, and there was full attendance.

2. Minutes of the meeting held on 21st May 2026

The minutes were approved.

3. Matters arising

a. Staffing

Dr Lorences has reduced his hours to two sessions per week. Dr Javed, Dr Milazzo and Dr Gonzales are working six to eight sessions per week.

b. Research

Mark reported that he has been in contact with Helen Roberts at the Hull York Medical School in relation to engaging in research and participation recruitment for research.

c. Prescriptions

It was noted that patients may be transferred to generic medication upon the expiry of the patent for a drug, as the generic version is considerably cheaper. This is determined by an NHS central body. If patients are unhappy with this, they can request the GP to be returned to the named prescription drug.

4. E-Magazine

Mark is still working on the E-Magazine.

5. Friends and Family Test

Mark circulated the statistics for the test, as well as the qualitative data. As previously agreed, Mark has now included an optional space where the patient can submit their contact details if they would like to discuss their concerns. A few patients have done this and been followed up by Mark.

It was noted that the results of the test are still exceptional with 94% of respondents saying the service is either good or very good (82% very good; 10% good). Only 4% said poor, and 1% very poor.

Mark further reported that he is also required to submit data on the total number of telephone calls made to the practice, and the number answered. On average, there are 175 calls made to the practice per day, of which an average of 137 is answered. The unanswered calls could be because they are made when the surgery is closed, or when the patient is in a long queue and decides to phone back later.

6. Membership recruitment

Mark presented a letter that he is starting to send to a random selection of patients on a text asking if they would be interested in joining the PPG. He has sent out 20 to date and will continue to send small batches out. The system records when a patient has received the text to avoid them having a duplicate in the future.

Ray will attend a Freshers' event to assist in the recruitment. Mark reported that the Practice will also have a stall to give students and opportunity to find out about the services of the Practice and register if they feel it is appropriate. It was also suggested that staff at the Practice suggest to student practitioners that they may like to become members.

7. Video consultations update

There were many consultations in June, but the service was not used in July and August as appointments at the surgery were readily available. It will be reintroduced in October.

8. Building update

Mark circulated a business case to rent or purchase the building. The meeting thanked him for his work on this.

9. Any other business

a. Patient numbers

The number of patients is down to 6,800. However, it will increase with the new student intake in October.

b. Follow up of test results and procedures.

It was noted that it is the responsibility of the arranging practitioner to follow up results and to order further tests. Some procedures are carried out automatically every few years (e.g. bowel cancer screening every two years for those under 71 years). Other procedures (e.g. endoscopy) may be repeated at the request of the consultant or GP.

c. Staff training and development

Following comments on the Friends and Family Test, and further comments from members of the group, Mark agreed to introduce the issues in staff development. Brian suggested perhaps the use of some case study role play exercises in a staff development session. As discussed in past meetings, there are also concerns about the confidentiality of patient information in the waiting room.

d. Revised NHS App

Mark will consider a training session at a future meeting.

e. Taxi service

It was suggested that reception could have the number of a reliable taxi firm for patients finishing their appointments.

11. Date of next meeting.

Thursday 10th December at 3.00pm