St Helens Medical Centre PPG Minutes
Monday 5th October 2026 – 10.30am

In attendance:
Keith Bradford (Chair)
Christine Townsend
Tricia Jepson
Maurice Dix
Pam Hogg
Gay Allen
Peter Dodds
Summer Gomm
Daniel Hartfield
Jolie Hurst

Keith welcomed the group and thanked all for attending.

1. Apologies for absence

Susan Atwell, Diana Tuson, George Weech and Derek Burt.

2. Minutes of last meeting

The proposed minutes were agreed by Christine and Pam and signed off by Keith.

3. Matters arising

It was agreed not to invite Becky McGregor (Mountbatten Hospice CEO) to a meeting as discussed in the last meeting.

Friends & Family Test – Diana mentioned in the last meeting that the name “test” may be putting patients off completing the feedback form. Summer explained that this is not something the surgery sets up; it is a generic form which we are unable to change.

Peter attended a Healthwatch meeting in June 2025, which he found to be a positive meeting where recommendations were shared. However, he has since been left feeling disappointed because no actions have been taken on those recommendations. Maurice will present Peter's feedback at the next Healthwatch meeting. Tricia shared that she also used to attend these meetings but stopped because no minutes were provided and no actions were ever taken.

Summer asked the group if they would like her to mention to other Practice Managers within our PCN the possibility of the surgeries PPGs meeting up. She noted this could be a good opportunity to share ideas and exchange views, and the group said this is something they would like.

4. Chairmans Statement

Keith welcomed Summer back from maternity leave, congratulated Jolie on her pregnancy and marriage, and greeted Daniel in his new role as Operations Manager.

Keith shared with the group that he and Jolie received a resignation email from Susan. Although Keith and Jolie contacted her to see if she would consider staying, Susan confirmed she feels it is time to leave. Jolie thanked Susan for her time and dedication to the PPG.

Keith apologised for the previous meeting cancellation and the date change of the September meeting. There have been a couple of dates where Christine was not able to attend the meeting to Chair in Keiths absence. Christine is happy to remain as the Vice Chair, but she explained that when dates are changed, it can make it difficult for her to attend. The group feels the cancellation and movement of dates was a one off and not something that usually causes any kind of concern, all reassured Keith there was no problem.

Keith asked how constructive the group finds the meetings, noting that he sometimes leaves wondering what has been achieved. Most agreed that while they hope for more patient feedback and engagement, they find the meetings constructive.

5. Surgery update

Summer shared that since Charlotte left in July, Daniel has recently been appointed as the Operations Manager, working 4 days a week alongside Summer as the Practice Manager. Andrew joined the surgery in August as the Finance Officer, working 2 days a week.

Summer asked the group if they would be happy for Jolies maternity cover to be covered with someone in house from the surgery. The group agreed they would be happy with this.

6. Flu and covid vaccinations

St Helens and Bembridge have held two booked clinics which were a success, more appointments are available for patients to book as well as a walk-in clinic on Thursday 22nd October at St Helens.

Eligible patients for the flu vaccination are –

- Pregnant women
- Patients aged 65 years and over
- Adults aged 18 to 64 years in clinical risk groups
- Care home residents
- Patients who are immunocompromised

Eligible patients for the covid vaccination are –

- Patients aged 75 years and over
- Care home residents
- Patients who are immunocompromised

7. CQC visit - Tricia

Tricia asked if the last CQC visit was in 2016. Summer confirmed it was the last inspection where they attended the surgery, noting that a remote review was also carried out in June 2019.

8. Newsletter items

It was agreed that Daniel will take on the newsletter, asking the group ahead of each edition if they have any items for the newsletter. A draft newsletter will be sent to Keith/the group ahead of it being published.

9. AOB

Tricia shared she finds the new height, weight and blood pressure machine at St Helens much better than the previous one.

Keith shared an email from George, who mentioned that a patient using the new height, weight and blood pressure machine had complained about how difficult it was to see the screen and read the ticket.
It was suggested that a sign is put up near the machine for patients to ask reception for help if they have trouble reading the screen or their ticket.

Pam feels that past meetings often focused on recurring issues, like the phone problems. However, because things have been running smoothly at the surgery lately, she feels there has been less problem solving in recent meetings. Pam shares her own relevant experiences and passes along feedback from patients, which she feels is important to share with the group and report back on.

Advert for members to be shared on St Helens Medical Centres Facebook page and then the group can share on their own pages and community notice boards.

Tricia shared that a patient had approached her because they had sent a letter to Dr Cooney in August requesting a blood test but had not received a reply. The patient mentioned this to a receptionist and asked about the complaints process; they were advised to send an email or write a letter. Tricia said she would pass the patient's details on to Summer after the meeting so Summer could investigate what happened with the letter. Peter said this was exactly what they were asking for from patients, noting it as a good example of how the group should be functioning.

Keith also had a similar complaint, a letter he had sent to Dr Cooney 3 weeks ago which he had not received a response. Summer will also investigate this and let Keith know.

Dr Westmore popped in at the end of the meeting and shared a little about her experience of the Lapland Husky Trail she took part in earlier this year to raise money for Mountbatten Hospice. Dr Westmore shared many lovely photos.







Date of next meeting – Monday 14th December 10am