

# Castleton Health Centre Patient Participation Meeting

Saturday 1 March 2025



## Minutes

<b>Present</b>	<p>Names:</p> <p>Jane Gaunt (JG) - Practice Business Manager – exiting</p> <p>Vanessa Casale de Souza (VCS) – Practice Business Manager (incoming)</p> <p>PPG Members</p>
<b>Welcome and Apologies</b>	<p>All were welcomed to the meeting and introductions made.</p> <p>JG will be leaving the practice at the end of March 2025 and VCS is the newly appointed Practice Business Manager for the Practice.</p>
<b>Agenda</b>	<p><b><u>Minutes of Meetings</u></b></p> <p>These will be uploaded on the practices' web site (<a href="http://www.castletonhealthcentre.co.uk">www.castletonhealthcentre.co.uk</a>) JG will then send a text out to notify members of the PPG. The aim is to get the minutes on the web site within two weeks.</p> <p><b><u>Staff Changes</u></b></p> <p>Bart, Advanced Clinical Practitioner - joined the practice in January 2025. Janet, Health Care Assistant – has left the practice. Vanessa, Practice Business Manager – officially starting on Monday 10 March 2025. Jane, Practice Business Manager – will be leaving the practice at the end of March 2025.</p> <p><b><u>GP Days of Work</u></b></p> <p>The poster still needs to be created and put at the front reception desk.</p> <p><b><u>Round The Table Discussions</u></b></p> <p>Lots of discussions around the table on NHS app, IT within the NHS, additional houses being built and contractual requirements of the practice.</p> <p><b><u>Compliment</u></b></p> <p>A member of the team mentioned they had has a positive experience of the First Contact Practitioner. JG said she would feed this back to the service.</p>

	<p><b><u>Friends and Family Feedback</u></b></p> <p>Patients attending for an appointment are sent a text asking them to rate the service they received at the practice. The survey results for February 2025 reported that 97% of patients would recommend the practice.</p> <p><b><u>Did Not Attend (DNA) Numbers</u></b></p> <p>The number of patients failing to attend their appointment in February 2025 was 171.</p> <p><b><u>Covid Spring Booster</u></b></p> <p>This will start on 1 April 2025 and run until 17 June 2025. The cohort is very strict but the practice will contact patients who are eligible for the vaccine.</p> <p><b><u>Next Meeting Date</u></b></p> <p>TBC.</p>
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