

Meeting Name	Ripley Medical Centre PPG Meeting
Date of meeting	31st March 2026
Start time	5pm
End time	6.05pm
Location	CVS RIPLEY MARKET PLACE.
Chair Amy E - Secretary Linda T - Practice Manager - Gail	
Subject	Description
Present	Amy E, Gail B, Charles S, Linda T, Chris, Jenny H, (6)
Guests	n/a
Apologies	Jenny I, Sarah B, Daniel, Gail S, Sharon M, Rebecca S, Stephen C, Stephen G, Pete B.
Minutes	Charles S, Chris
Chair	<u>Amy Welcomed members & opened the meeting: -</u>
Practice Update.	<p><u>Practice: - Gail</u> : A new batch of paintings has been collected from the U3A group and can be displayed within the practice until further notice. The group was also approached about the possibility of donating some artwork, which the PPG could potentially sell to raise funds for the children's play area. The U3A group felt this was a positive idea, but it will need to be discussed with their committee. Amy will follow this up.</p> <p>Children's play area discussed – ongoing.</p> <ul style="list-style-type: none"> ❖ Results of the quality framework measure of the practice has scored 94.8% which is quite a high score. ❖ How many receptionists are there? 5 <p>Practice staffing -Discussed with Gail information will be placed on the PPG notice Board. Gail agreed to add info on the listing such as starting or leaving dates, this will enable patients to see if a doctor will be available for future appointments.</p> <ul style="list-style-type: none"> • Dr Warner has now left the Practice • Dr Emily Dilly has now rejoined the practice. ❖ Gail informed the group that she will be leaving the practice at the end of April. She advised that Julie, Deputy Practice Manager, is hoping to attend PPG meetings in the short term. However, the group expressed concern that Gail's departure will result in a loss of support for the PPG from the practice. Based on previous periods of Gail's absence, the group observed a lack of engagement or support from the practice. While Gail reassured members that support would continue, the group indicated they have limited confidence in this. ❖ Amy bought a copy of a newsletter from Ivy grove which was very informative. <p>Gail asked if PPG will produce a spring newsletter. Not at this time.</p> <ul style="list-style-type: none"> ❖ The signpost requested for the bottom of the entrance road will be ready shortly, however it will not be at the bottom of the road. May be on the compound fencing as you go up the road.
PPG future	<p>PPG has requested clarification regarding Gail's departure and the implications for the group. Specifically, we would like to understand who will attend meetings in Gail's absence, whether they will have sufficient knowledge of the practice to share relevant information and if they will be able to relay the group's feedback for consideration.</p> <p>At present, there is concern that any replacement has not attended this meeting to observe and better understand the group's needs, which offers little reassurance. It has therefore been suggested that Amy and Linda attend a meeting with the senior management team of the GP Service of DCHS Trust, alongside Gail prior to her departure. This meeting should be arranged as soon as possible. C/F</p>

Terms & Conditions	Terms & Conditions . Confidentiality & Treasure role paperwork has now been approved. These will be sent out to all current members who have attended meetings in the last six months. Gail felt CDC would be happy with the structure and felt it showed the groups capabilities. C/F
Covid Vaccine	Covid Vaccinations: Will be offered by the surgery later this month (April) to those that qualify.
NHS App Awareness	NHS App issues discussed, still more work to be done as clearly it is not working for all. Both Amy & Charles were not able to see information that should have been added to their notes after hospital & investigations being done. C/F
PCN PPG Network	The next meeting of the PCN PPG Network is on Thursday 30 th April and will be at the Rethink Offices, The Croft, Slack Ln, Ripley DE5 3HF 2.30pm -4.00pm.
Practice Website	To be reviewed and discussed at the next meeting. C/F
A.O.B.	Attendees' concerns below.
	<ul style="list-style-type: none"> ❖ Amy was unable to get an appointment & was referred to the Hub after seeing a doctor she was sent to hospital. All in one day it was excellent. However, further investigation was requested by the hospital. Amy told to get a GP letter which Amy requested on the 13th of March this letter after 14days was not forthcoming. Amy decided to go private and only got the letter on the 31st March, however the wrong person signed it and the private clinic would not accept it so another requested. ❖ Charles was unable to see results to a scan even after 14 days & felt the lack of information being transferred to the app makes it a futile exercise in using it to check anything.
Suggestion Box –	Suggestion Box - No feedback as yet
PPG Members	Membership of PPG: - All new members are welcome at meetings to provide feedback; however, members who have not attended or sent apologies prior to meeting for more than six months will no longer be included on the email listing & WhatsApp. Do not fear, once able to attend again, we are happy to welcome all back, there is no problem in re-joining the group.
Next Meeting	MAY - TUESDAY 26st 2026: VENUE – RIPLEY CVS – TIME: - AT 5pm to 6pm.
PPG EMAIL	ppg.ripleymedical@gmail.com
<u>PRACTICE WEB SITE</u>	<i>There is a lot of information to be found including making forward appointments (Not for Urgent Appointments) by using the web site – https://ripleymedicalcentre.co.uk</i>



VENUE: - Amber Valley CVS. 33 Market Place, Ripley. DE5 3HA