

Castle Mead Medical Centre

CASAG PPG Minutes 10/03/2026

6pm to 7.15pm

Hinckley Site

Confirmed Attendees: NC PM, KL(Chair), SH (SH - Federation Care Coordinator), GB BS JH SB HS JW KR

New Members: None

Apologies: JC, SG, AH, Dr JEP

Key:

CASAG = Castle Mead and Stoke Golding Action Group

PPG = Patient Participation Group

ICB = Integrated Care Board

PCN = Primary Care Network

DNA = Did Not Attend

1. Welcome and Introduction

Chair: KL

KL welcomed everyone to the meeting and noted that attendance was very encouraging.

2. Review of January Minutes and Actions

- **Befriending Service:** SH confirmed that the befriending service lead will attend the meeting on **13 April** to provide further details.
 - **NHS App Session:** SH confirmed that the NHS App meeting was positive. Further feedback in the minutes.
 - **Diagnostic Centre Visit:** KL to coordinate logistics for the visit to the Hinckley Diagnostic Centre and confirm attendees for two groups of four people. Further feedback in the minutes.
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3. Recruitment

- One new potential member was discussed for the **April meeting**.
 - The group agreed to develop specific actions to recruit more members, particularly **younger people**, to the PPG. It was agreed to send out a survey to 18 > 40 years olds to find out if they would attend.
 - Several new patients have joined the group in the past month.
 - The aim is to continue increasing participation and representation.
 - **Action:** NC to gather questions from CASAG for the 18>40 survey.
 - **Action:** SH to circulate a recruitment survey.
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4. Review of PPG Information Governance

- **Website Content:** The group agreed that the information currently available on the website is comprehensive and does not require amendment.
 - **Documentation:** All formal PPG documentation was agreed to be carried forward into **2026**.
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5. Visit to Hinckley Diagnostic Centre

KL confirmed that he had contacted the manager of the new Community Diagnostic Centre (CDC) and arranged a visit for PPG members and staff.

- The centre has agreed to host **two groups of four people**.
- **LL, HS, and SB** expressed interest in attending.
- NC also wishes some staff members to attend; however, with the building work this is not an immediate priority. Staff attendance will be organised in **April/May**.

Action: KL is continuing communications with the centre to plan visits for **late March**.

6. Building Works Update

Building works are scheduled to be completed by **18 March**, with first use of the new rooms expected in **April 2026**.

The development will provide:

- An **additional consulting room**, created by utilising space within the reception area.
- A **new multi-purpose room** for both staff and patient use.

These improvements are intended to help expand services and improve the patient experience. A tour of the new rooms was provided to PPG members during the meeting.

7. NHS App Support Session

On **Friday 30 January**, colleagues from the Hinckley and Bosworth Federation ran a session at the practice to support patients who were struggling to use the NHS App. SH was not present at Feb meeting so therefore could not provide formal feedback.

- SH and CASAG Attendees reported that the session was **very positive from a patient perspective**.
- A concern was raised regarding **confidentiality**, as the session took place in an open area rather than a private room.

NC explained that due to how invitations were issued to patient, it was considered more appropriate to use a shared area rather than a dedicated room. Rooms are limited within the surgery, and clearer requirements for space would be beneficial when planning future events.

8. NHS App - Reducing Missed Appointments (DNAs) – “Tap the App” Campaign

The practice regularly shares data with patients showing the number of appointments provided each month for the practice population of approximately **11,000 patients**.

In **2025**, there were **1,812 missed appointments (Did Not Attend – DNA)**. These appointments could potentially have been offered to other patients if cancelled in advance.

For **2026**, the practice will focus on reducing DNA rates and highlighted a new **NHS England campaign – “Tap the App.”**

The campaign encourages patients to:

- Enable **push notifications** in the NHS App
- Receive reminders for appointments
- Cancel or rearrange appointments easily if they cannot attend

Further information can be found on the **NHS England website**.

DNA Policy Review

The practice is reviewing its DNA policy. Under the proposed changes:

- Patients who **miss three appointments within a twelve-month period** may have their **registration reviewed or removed**.

9. Practice Recognition – National Patient Survey

Castle Mead Medical Centre has been ranked **5th best GP practice in Leicestershire for meeting patient needs**, according to an article published in the **Harborough Mail**.

The article can be viewed here:

<https://www.harboroughmail.co.uk/health/gp-surgeries-in-leicestershire-where-patients-needs-met-5491547>

The practice thanked patients for their continued support and participation in the national survey.

10. Friends and Family Test Feedback (2025)

In **2025**, the practice received **671 Friends and Family Test responses**, an increase from **286 responses in 2024**.

Breakdown of responses

- Very Good: 597
- Good: 59
- Neither Good nor Bad: 9
- Poor: 4
- Very Poor: 0
- Don't Know: 2

This means **89% of respondents rated the service as “Very Good.”**

Areas Identified for Improvement

From the small number of lower-rated responses, key themes included:

- Telephone wait times
- General appointment availability
- Waiting times within the surgery
- Confidentiality at reception
- Reception area temperature
- Surgery appearance (described as looking tired)
- Staff communication
- Car parking

These issues will be reviewed, and improvements will be made where possible. Updates will be provided to the PPG.

11. New GP Contract – April 2026

The group briefly discussed the **new GP contract** due to start in **April 2026**. NC spoke about the new contract and what looks like a complete U-turn in the government's strategy asking practice to focus on emergency care rather than the routine planned preventative care highlighted in the 10 year plan. As always Castle Mead will review appointments and look at services to ensure we do our best for the patients. This includes delaying our new Virtual Care Navigation System to make sure it fits the new GP contract.

Virtual Care Navigation Update

Some elements of the **Virtual Care Navigation system** will be introduced in **April**, alongside the new GP contract.

Certain features may be introduced earlier, including:

- Checking appointments by phone
- Cancelling appointments by phone
- Managing prescriptions

These measures may help reduce **DNA rates**.

Further details will be shared about the new GP contract once available.

15. Topics for Future Discussion

The following items were noted for future meetings:

- Implementation of the **Think Healthcare system (April 2026)**
 - Further details on the **new GP contract (April 2026)**
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16. Future Events (Pinned Agenda Item)

The group discussed holding **four patient engagement events during 2026**.

It was agreed that these events would require **active involvement from PPG members**, not just practice staff.

Potential topics include:

- NHS App training sessions
- Breast awareness
- St John's Ambulance training
- Diabetes education
- Children's health
- Research opportunities
- Active Together sessions
- Women's health events (including menopause and HRT)

Further women's health topics may be added depending on current health priorities.

NC and JEP reminded the group that **no events can take place at the surgery before April 2026** due to ongoing building works. This will be added to April agenda for discussion.

17. Next Meeting

The next meeting will take place on:

Monday 13 April 2026

6:00 pm – 7:00 pm

Stoke Surgery

Meeting dates will alternate between the **first Monday and the first Tuesday of the month** to help improve attendance and support recruitment.