

**Bennfield Surgery - Patient Participation Group**  
**Minutes of meeting held on Tuesday 13 May 2025, 4pm at Bennfield Surgery**

**Present:** George Baxter, Dan Cleminson, Liz Evans, Steve Hall, Cathy Heatly, Naz Malik, Martin Saxby, Chris Williams, Eric Wood

**1. Welcome and Apologies for Absence**

Apologies received: Terry Bell, Danuta Freeman  
Fiona Philips has resigned her membership of the PPG

**2. Approval of Minutes of meeting held on 19 November 2024**

The Minutes were approved

**3. Matters Arising**

- Martin has contacted all non-attendees of the regular meetings to ascertain their intentions to serve on the PPG. All have confirmed their desire to continue.
- Discussion re the expansion of the membership of the PPG is to be added to the Agenda of our next meeting

**4. Chairman's Update – Martin**

- Rugby PPG Network  
Martin reported significant progress. There has been some progress helping other PPGs get established.  
There was a meeting of the RPN in March at which the issue of Tissue Viability services were discussed. They are provided as a separate service to GP practices in some parts of Warwickshire but not in Rugby that this is putting a strain on the GP surgeries. Martin is trying to identify how Rugby came not to have this service and how the issue could be re-considered.

**Martin to follow up with RPN & others.**

**5. Doctor's Update – Dr Williams**

- Implementation of on-line consultations  
Feedback has been largely positive so far although there are some patients who do not like the new system. Doctors are actively involved in the triaging process and as the system settles in, the practice is seeking to mitigate for all issues which may arise.
- There is still an 08.30 'rush' to contact the surgery on the telephone.
- A new Registrar has been appointed at the Practice
- The website has been updated
- An announcement had been made in the press regarding the 'expansion / updating' of some practices in the Rugby. As yet, no information on this matter has been provided to the Bennfield Practice.

**Martin to seek to gain more information**

**6. Practice Update – Dan**

- Update on online triage – See item 5

- Newsletter  
The latest newsletter is due for release. A copy was provided to Martin for information

## **7. Patient's Issues**

- A question was asked concerning what the **Coventry and Rugby GP Alliance** is Dr Williams was uncertain as to exactly what it is. There is a Paramedic Acute Service and some provision of training which comes under this.
- A question was asked regarding a practice policy on PSA testing. Dr Williams responded that there is no specific provision at this time, for many reasons. There is a great variability in GP diagnostic availability (effectiveness) in this regard and things are progressed on a case by case basis.

## **8. Review Terms of Reference**

- Attention was drawn to the Templates provided by Martin together with the Agenda for this meeting. It will be discussed at the next meeting.

**Martin to add to agenda**

- The possibility of holding additional / varied formats of PPG meetings to accommodate different demographics was discussed e.g. online, evening, Zoom etc... The aim would be to provide the opportunity for a broader input into Bennfield PPG related issues. It was agreed a special meeting would be arranged on 1 July at the surgery at 6pm. It was agreed Martin and Eric would come up with a proposal and for it to be agreed with Dan and Dr Williams.

**Martin and Eric to follow up with Dan and Dr Williams**

## **9. Any Urgent Business**

There was no urgent business

## **10. Date, Time and Venue of next meeting**

See item 8.

Our next regular meeting will be scheduled for a Tuesday in Sept/Oct.

**Martin to follow up**

**Signed: Martin P Saxby – Chair – 14 October 2025**