Springbank Patient Group Meeting Minutes

29/09/2026 6.30pm

Green Hammerton Surgery

Present: J Bannan, P Burrows, A Warneken, G Farnworth, A Simister, R Stocks, L Girardier, S Orton, D Young (practice representative).

1. **Apologies:**
   None

2. **Minutes from the last meeting:**
   These were proposed by JB and seconded by SO, all agreed**.**

3. **Matters arising (if not on the agenda):**
   None

4. **Feedback from the Practice**
   DY said 2 surveys had been sent out with a 50% response rate. Of the responses 89% said they received a very good service, 9% said good whilst 1.3% said very poor.
   Testimonials are reported on every 2 months, which will also include poor comments from patients, as long as they are worded correctly. 1 person rated the service poor as they had to wait 7 days for an appointment. AW asked if the feedback was confidential and DY confirmed it came to them with no names on. If it's a clinical complaint, then a second opinion is offered in 24 hours.
   Staff wellbeing is taken very seriously, and staff morale is seen as high and there is very little staff turnover.
   The surgery has signed up to the green impact for health toolkit, which looks at sustainability and net zero. It is a national initiative and DY is hoping that the Practice will achieve a bronze award as a minimum.
   A holistic approach is seen as important, as it is about treating a person as a whole and how their lifestyle could be affecting them.
   The Practice notice boards for the staff have been updated and have received positive feedback. AW asked if patient facing staff could wear name badges.
   The pre planning documents have been mislaid by the council, and new pre planning applications have been submitted. Tockwith is looking at getting 4 consultation rooms upstairs. AW asked that the practice could keep us updated on any decisions from the council, which is due around 23rd November.

5. **Social Media**
   No real update on social media due to summer being quiet. AW feels we aren't making good use of them. AW would like more current information putting in them. LG would like to put the CPR info them and other activities. The Tockwith group isn't up to date and photos need adding like they are in Green Hammerton. AW is going to ask the photographer to email them and DY will print them off.

A reminder to all, please update your BIO'S and send to me. I will then email to DY before the next meeting.
LG asked if we are happy with how we are receiving our communications on WhatsApp and email. LG is also going to add the PPG email address to the poster.

6. **CPR Training: LG**
   LG is going to put a poster outside and put it in the newsletter.
   AW is going to share CPR details with his numerous email groups as he has a wider catchment area.

7. **Financial Update**
   RS informed the group that there is currently £2,096.98 which included £26.15 from GH bookstall. RS still has to pay in £77.59 from Tockwith bookstall, which will give a balance of £2,174.57 in the Bank account.
   DY informed us that Dr. Tatham has seen that Yorkshire Green Construction are offering local grants. An email has been sent to them, and a response came back that the application must come from the PPG. That has been actioned, and we have applied for funding for Solar Panels.

8. **AOB:**
   LG asked about patient led health groups. A small handful of meetings had taken place. There was also talk about paying for a professional speaker to give a talk on Diabetes but that hasn't happened as yet.
   AW thanked the practice in their support of his "Brave to Shave" for MacMillan, which has so far raised £18,500. There is still a collecting box outside the practice for those still wanting to contribute.
   PB said he had heard a news report about a shortage of medicines, DY said he wasn't aware of this.

9. **Next meeting: Monday 30/11/26**