



NEW BARN CLOSE SURGERY

Patient Participation Group

Patient Participation Group (PPG) meeting on 20 August 2026

Summary minutes

1. Previous minutes

The minutes from the previous meeting on 2 July 2026 were agreed and signed by the Chair of the PPG.

2. Surgery update

Primary Care Network - The PPG were informed that the Pancreatic study has been extended by 12 months.

Care Home Teams – the PPG were provided information on the teams who look after 440 patients and carry out 8000 visits a year. They were told the system is being redesigned to look at training for triage and initial assessment.

Patient Survey – The practice manager told the group that Herefordshire and Worcestershire GP services are very highly rated nationally in GP patient surveys; **Barn Close surgery being number 1 in Evesham / Worcestershire.**

3. Family and Friends Feedback

The excellent results were discussed.

4. Promotion of NHS App training

The PPG discussed the planned App training sessions for patients and viewed the poster for distribution around the village and surrounding areas.

The Chair of PPG informed them that the 'Broadway Times' and Evesham journal will be approached to promote these sessions.

It was noted that the Parish council unanimously supports the PPG initiative and will ensure articles are published in magazines, Parish Council newsletters, websites and posters will be displayed in the Parish council window in Broadway.

In addition, the Library will promote the sessions and Social Media will also be used.

A member of the PPG had produced a slide presentation for use at the training session and they demonstrated this to the group. The PPG discussed some of the issues involved in training, including space in the library where training was being held, privacy and confidentiality of patient information and ID verification prior to training.

It was noted that the first training session was Monday 28th September at 3pm.

5. Annual general meeting (AGM)

It was agreed that the first AGM for this group would be held on Saturday 7th November 2026 at Broadway Library from 10.30 - 11.00 am.

6. Any Other business

Missed Calls – PPG asked why no messages were left by the surgery if a patient missed a call. It was explained that the surgery generally did not leave messages as they were not certain who would be picking them up.

Phone display – it was noted that when receiving calls from the surgery, that Barn Close surgery now appeared on screen, which was positive news.

Pharmacy closed at lunchtimes but it appeared staff were present – it was explained that not all staff are able to dispense prescriptions, some staff were on lunch break and there were also administrative tasks and orders to be completed during this time.

Prescription 'requests' not always actioned from the comments section of the App – the surgery agreed to check that the Pharmacy read and actioned all comments.

Surgery coping with the new developments in the village - the group discussed this potential issue and the surgery reassured the group that at present there was no cause for concern. The PPG members were also informed that any 'Section 106' monies from developers were not allocated until the last house on a development was sold.

Next meeting – Agreed as Thursday October 1st at 3.30pm.