PCS Practice Darnall Primary Care
Minutes of the Patient Participation Group Meeting

held on Tuesday 25 August 2026
10am – 11am

Present:
Kiz Haigh (KH) – Head of Primary Care (Chair)
Paula Rodgers (PR) – Support Manager
Michele Mitchell (MM) – Receptionist (Minute Taker)
Sarah Lambert (SL) – Receptionist
Eram Kaid (EK)– Darnall Wellbeing
13 Patients

	ITEM	
1.	**Welcome and Apologies**	
	KH welcomed everyone to the group and introduced herself and gave a brief background of Primary Care Sheffield (PCS) and the purpose of the group. The aim of the PPG is to engage with patients, around issues such as proposed changes within the surgery and to get their opinions. The group is not to be used to raise personal concerns due to confidentiality, any personal issues are to be raised through the correct channels. KH asked the group how they would prefer communications for the group. The group agreed that minutes will be shared with everyone either by email or post (for those who do not have access to email). The group talked through confidentiality and it was agreed to use the initials of those in attendance for the purpose of the minutes. It was agreed the meetings will be held every 3 months face to face, with the option for those who cannot attend in person to join online using a link. **Action: KH & PR to set dates for the next meetings and share.**	KH/ PR
2.	**Previous Minutes and Actions**	
	Not applicable.	
3.	**Practice Updates**	
	Update on Services PR gave an update on the services we provide as a practice as well as the expected GP appointments which are; • Ante natal and Post-Natal Care. • Chronic disease management, Phlebotomy, Dressing and Suture Removal, Asthma Clinic, Diabetes, Baby Clinic and Travel Vaccinations from our HCA and Practice Nurses. • Long-acting Contraception clinic, Ring Pessary Replacement and Cervical Cytology Screening. • Mental Health Workers.	

	• Physiotherapists. • Medication Review and Anticoagulation Monitoring Clinic. • Smoking Cessation. • Nursing Home GP. • Proactive Care Team. Patient AA - was not aware all the services shared were available and asked how information was shared / communicated – advised via the website. Patient BD – stated he feels that not all information is communicated and too digital. KH replied we are an evolving surgery and one area is to improve digital services. Patient AA – if you are not digital you can be at a disadvantage / not everyone has the facilities to go online and source information.	
4.	**NHS APP**	
	Allows any user to manage their healthcare for results, order prescriptions and request an appointment through Anima. We have also purchased an iPad and Reception will be holding drop-in sessions to show patients how to use Anima and the NHS App. Patient AA – raised it would be helpful to have a step-by-step guide on how to use Anima. Patient AP – asked what percentage of patients registered at the practice were using the Anima App to request appointments. KH answered not sure of the actual figure but this is something we want to support with. **Action – KH will try to find data about digital usage and share with the group.**	KH
5.	**Staff Updates**	
	Two new Physiotherapists have joined the Practice and will work on Wednesdays and Thursday afternoons. Patients requiring joint injections will continue to access via an MSK referral. The Support Manager PR has successfully passed her probationary period. We have two new GPs, who will be starting with the Practice shortly. Patient WW asked if we have any full time GPs. KH responded that no we don't have any full time GPs. What is more likely in primary care is GPs working 3 or 4 days.	
6.	**Friends & Family**	
	Patients receive a text, normally the day after their appointment to give feedback on their experience, it is a requirement of the GP contract that we do this. It helps us to gain knowledge how to improve the service and allows us to monitor feedback to identify any issues. PR shared the below results. June 137 Responses	

	88 Very Good 35 Good 3 Neither Bad nor Good 3 Poor 6 Very Poor 2 Don't know July 148 Responses 100 Very Good 31 Good 6 Neither Bad nor Good 6 Poor 8 Very Poor 0 Don't know It was agreed to send the minutes and dates of future meetings to those who have provided their email today and to post to those members with no access to email. KH thanked everyone for their attendance.	