

Minutes for Withnell Health Centre Patient Participation Group

Wednesday 2nd September 2026

Patient Participants:

Jeff Cottam (Chair)	Alan Martin (Vice Chair)
Gillian Ainsworth	Bernard Melling (Minutes)
Ron Ainsworth	Janet Melling
Margaret France	Tracie O’Gara
Hazel Hebson	Audrey Perry
Janet Horton	Janice Scanlon
Lynne Lynch	Gill Tasker

Also in attendance as guests from Whittle-Le-Woods Surgery, Gail Barnes and Dawn Farrow

Attendees from Withnell Health Centre:

Dr Ann Robinson
Nicola Phillipson

1. Apologies

Received from: Ann Christopher & Kirsty Craney

2. Minutes of Previous Meeting (3rd June 2026)

The group accepted the minutes, circulated by email, from the meeting of 3 June 2026 as a true record.

3. Matters Arising/Actions

- Nicola had written to the District Nurse Clinical Lead regarding the inappropriate removal of equipment.
- The Communications Group had met to discuss the way forward with the newsletter. This will now be managed as a shared responsibility between the Comms Group members.
- The coffee morning planned for the 11th July was cancelled due to concerns about support availability.

4. Feedback from Patients/Surveys

The report was provided and circulated by Nicola. Similar trends were noted to previous surveys. The results, as ever, were excellent with just 4 returns reporting a poor or very poor experience in the June and July 2026 period out of a total of 454 returns. It was agreed that a statement would be placed in the newsletter to acknowledge that they had

been considered by the group. It was noted that the response rate was in the region of 30% which is consistent with previous months. The DNA figures are also low and consistent.

Jeff asked whether any slips had been posted in the suggestion box. There hadn't although there had been the occasional small monetary donation! It was discussed whether it would be possible to contact new patients to discuss their views on the practice. No firm decision was reached. It was also noted that there had been no issues or comments made via the dedicated email address.

Action: Comms Group

5. Surgery News & Practice Update

The annual Flu Vaccination Clinic will take place on Saturday 3rd October, from 9.00am to 2.00pm.

This year, the clinic will also incorporate a coffee and cake event to raise funds for Breast Cancer and St Catherine's Hospice. Donations of homemade or shop-bought cakes would be greatly appreciated.

Raffle prizes are being sought from local businesses and other community organisations. Members of the PPG have also volunteered to assist the Practice staff with the running of the event on the day. Jeff agreed to coordinate a rota from available PPG volunteers.

Action: JC

6. Wellbeing Garden Update and Future Planning

The NHS has approved the connection of the garden water butt, which is now operational.

A generous donation of £200 has been received from the local business X&P, bringing the current available funds to approximately £350.

Plans for the garden continue to progress, including the installation of planter tubs at the front entrance and the creation of a wildflower section. Gillian is also coordinating a daffodil planting session.

Dr Robinson commented that the garden is greatly appreciated by the Practice staff and acknowledged the considerable work undertaken to develop and maintain the area.

Action: GA

7. Medical Equipment Recycling Scheme Update

Lynne and Tracie, who coordinate the Medical Equipment Recycling Scheme, reported that the scheme continues to operate successfully. It was confirmed that the appropriate disclaimer forms are being completed when equipment is loaned to patients.

There has recently been an excess of certain items, including walking frames, which have been passed on to the Physiotherapy Department in Chorley where they can be put to further use or disposed of as necessary. Since the room is now quite full with equipment Nicola agreed look at creating some additional space.

The service continues to be valued by patients and carers. However, there is still a particular need for wheelchairs. An appeal for additional wheelchairs will therefore be included in the newsletter and shared on our relevant Facebook pages. It was noted that where required, arrangements can be made for donated wheelchairs to be collected.

The issue previously reported regarding District Nurses taking equipment without prior notification seems to have been less of an issue. Jeff enquired why the door to the storage room cannot be locked. Nicola explained that this is a fire door which must therefore be left open at all times.

Action: Comms Group & NP

8. Defibrillator Developments

There was considerable discussion regarding the availability and accessibility of defibrillators within the local area.

The defibrillator located outside the local Pharmacy is now operational and should be registered on the appropriate database. Access requires a 999 call to obtain the necessary code.

The ongoing cost of replacement batteries and pads, which require periodic replacement, was also discussed. Jeff will contact the Pharmacy to clarify whether they will meet these ongoing costs.

There are a number of other defibrillators available within the area, however, some have restricted access and are not available to the general public at all times. It was suggested that consideration be given to ensuring that defibrillators with 24-hour public access are correctly maintained, potentially with financial support from the Parish Council. Information regarding the location of local defibrillators is available online.

It was agreed that the newsletter could be used to raise awareness of the location and availability of local defibrillators, helping to ensure that residents are aware of where they can access one in an emergency.

Action: JC & Comms Group

9. Pharmacy Update

Jeff reported that following a brief meeting with the Pharmacy Manager recently he was informed that there are still unresolved issues with the repeat dispensing project with the Pharmacy claiming that they were not getting replies to emails of suggested patients who could potentially access repeat dispensing. It was agreed that the PPG should leave this issue for the Pharmacy and the Practice to resolve without further PPG input since this required a direct dialogue between the two parties.

One particular concern was raised by Audrey who had become aware that when Pharmacy supplied statins to patients they now accompany the medical supply with a leaflet promoting the availability of Co Enzyme Q10 which can be purchased at the Pharmacy. The leaflet explains that Co Enzyme Q10 can be beneficial for the relief of some side effects caused by the taking of statins. This issue was raised to see if Dr Robinson was aware of this action by Pharmacy and whether she considered it to be appropriate advice. Dr Robinson's view was that this was largely inappropriate for many patients. She agreed to take this matter up directly with the Pharmacy.

Action: AR

10. Managing the Needs of Patients with Learning Disabilities

It was agreed that owing to the absence of David from recent meetings this would now be removed from the agenda until further notice.

11. Chorley Together PCN Away Day

Jeff reported that he had been asked to give a short presentation at the PCN Away Day which is to take place on 6th October at the Chorley Town Hall, the topic being our PPG journey. The hope apparently is to engage with other PPG Leads and Practice staff at the other Practices within our PCN to encourage them to adopt a similar approach! Since we have been offered 3 additional places, Alan, Bernard and Margaret will also be attending the event.

Dr Robinson who chairs the event was concerned that the PPG Chairs from the other PCN practices had not been invited, and she requested that Jeff contact Claire Hounslea, the PCN Business Manager to make sure that an invite was extended to them.

Action: JC

12. Suggestions for Future PPG Projects

An idea suggested by Audrey prompted discussion regarding the potential benefits to patients, who had experienced a similar medical journey, sharing experiences in a self-help group or buddy system arrangement. Discussion considered how this might be achieved and with what PPG input? Also, what liabilities, if any, might need to be considered. No firm conclusion was reached but it was agreed that this would benefit from further discussion.

13. Any Other Business

- Dr France reported that the NHS app is now attempting to unify records, under the heading "Patients Know Best". This can be activated on your NHS app. The intention is to work towards a national Single Patient Record (SPR).
- Alan has been invited to the ICB AGM and will report back at the next meeting.

14. Date and Time of Next Meeting

The next meeting will be held at **4pm** on Wednesday 2nd December 2026. Please note the change of time.

Action Sheet Matrix
Withnell Health Centre Patient Participation Group
3rd September 2026

Agenda Item No.	ACTION	BY	DATE
4	Place statement in the next newsletter to acknowledge that all F&F negative feedbacks had been considered by the group.	Comms Group	Next Newsletter
5	Jeff to pull together a PPG attendance rota for the Vaccination Day event.	JC	By end Sept.
6	Gillian arranging a daffodil planting session.	GA	Next Meeting
7	Place an appeal for wheelchair donations in the next newsletter and share on relevant Facebook pages.	Comms Group	Next Newsletter
7	Nicola to look at creating some extra space within the equipment store room.	NP	Next Meeting
8	Communicate the location and availability of local defibrillators in next newsletter.	Comms Group	Next Newsletter
8	Jeff to contact the Pharmacy to clarify whether they will meet the defibrillator ongoing costs.	JC	Next Meeting
9	Dr Robinson to contact Pharmacy re the advertising the taking of Co Enzyme Q10.	AR	Next Meeting
11	Jeff to contact Claire Hounslea to request inclusion of other PPG leads at the PCN Away Day.	JC	By 13 Sept
13	Alan to report back from ICB AGM.	AM	Next Meeting