



DR. DAVID INCHLEY DR. DAVID SILLITOE DR. ANDREW HENTON
Upton Village Surgery, Wealstone Lane, Chester, CH2 1HD
Tel: 01244 382238
Business Partner – Matt Davies

PPG Meeting

Thursday 25th June 2026

Attendees:

Name	Role
Rebecca Dalby	PPG Member – Practice Representative
Yvonne Gibson	PPG Chair – Patient Representative
Graham Tongue	PPG Vice Chair – Patient Representative
Apologies received:	Matt Davies, Eliza Austin-Lea

Minutes by: Rebecca

Meeting held virtually via Microsoft Teams

1. Minutes of previous meeting 05/02/2026

Minutes from previous meeting approved. Outstanding actions to be rolled over to discuss at next meeting.

2. Practice Update

Rebecca shared positive news that Trainee Advanced Care Practitioner (ACP), Hannah, who is also the lead Practice Nurse, has successfully completed her University Degree and is now a qualified ACP. Hannah will be transitioning in the next few months over to ACP-led clinics (4 days per week). This will reduce Hannah's current practice nurse availability so the practice will be recruiting for a Practice Nurse. As an ACP, Hannah can prescribe and diagnose patients for various issues and send onward referrals. This will increase our appointment availability for acute and follow-up appointments that need to be seen by a prescribing clinician.

Due to funding available, the practice has increased GP availability by 2 extra sessions per week with female GP, Dr Ashleigh Milner. This further increases GP face to face and telephone appointment availability.

Rebecca advised there has been a change within the Pharmacy Team. The practice had 2 pharmacists but 1 has been transferred to work at another practice within the PCN. The practice remains to have 1 pharmacist and is exploring options for developing this team. For clarity, Rebecca explained this is separate from Well Pharmacy and the Pharmacist role within GP Practice is different. A pharmacist in GP practice will deal with medication queries and requests, ensure monitoring of patients on certain medications, project work as directed and more.

The practice will also be saying goodbye to Dr Hawys Evans who is a GPST1 completing a 6 month post with us. At the start of August, Dr Evans will be starting her next training post

rotation at which point we will welcome another GPST1 for 6 months. Rebecca confirmed Dr Inchley oversees the placements for GP registrars.

The practice is also exploring the possibility of an extension to increase clinic room availability. This is very early stages and awaiting architect opinion.

3. Drop in session 11th June Debrief

Graham shared the drop-in session that PPG members Graham and Eliza hosted on the 11th June to help patients access digital services such as NHS App or the Digital Front Door was successful. Multiple patients were helped, some even making a planned trip down just for the drop-in. The communication surrounding the event reached patients which was positive. Recurring feedback received was how many 'clicks' it takes to get to the point of submitting a form via the Digital Front Door. Rebecca has recently reviewed this and shortened to the best it can be but each step contains useful information. The practice is aware the internet connection is a nuisance when trying to help patients get online and Rebecca will ensure a laptop is available for the next drop in. Graham commented that the waiting area appearance had improved. The next drop-in is scheduled for September 10th however Yvonne and Graham are unavailable, so this has been added as action for other members to confirm if they are able to host the drop in.

4. PCN PPG Chairs Meeting

Graham provided an update following his attendance at the PCN PPG Chairs meeting. Graham advised the PCN is currently focusing on a project for palliative care. Rebecca provided further context as to what is happening within the practice in that Dr Bell is the GP lead for reviewing patients on the palliative care register and ensuring all steps are taken to provide support as needed. Rebecca advised that part of the reason for this project is to review management of patients and improve communication between additional services such as community nurses. The creation of a focus group was mentioned at the PCN PPG Chairs meeting to hear lived experiences of people who may have gone through the palliative care process. It is unclear how involved the PCN would like the PPG groups to be in the palliative care project but Rebecca suggested, should PPG involvement be needed, inviting Dr Bell to a future PPG meeting may be helpful.

Most PPG groups within our PCN practices are working on providing digital support to patients. The next meeting is 22nd July so Graham asked if all members could let him know if there were anything they would like him to raise.

5. Waiting Room Improvements

Improvements to the acoustics are yet to be done as well as reviewing chair options available. There are chairs with and without arms but feedback has been received in the past asking for higher chairs so Rebecca and Matt will be looking into this. Graham commented the waiting room looked much better in appearance and information on boards and posters looked good.

6. Newsletter

Rebecca is currently preparing the next newsletter. Content will include the positive news regarding additional staff capacity and how many extra appointments this will generate. Graham suggested using % to show data rather than numbers as its better for the reader to digest what this means in real terms. Yvonne suggested working days for staff should be a rolling item and Rebecca agreed this will be.

Yvonne also raised that the link for “My Planned Care” which was included in the last letter as a way for patients to see department waiting times at various hospitals didn’t include Gobowen (RJAH) or North Wales. Rebecca said she will look into this.

Update: Rebecca has reviewed and The Robert Jones and Agnus Hunt Hospital is available via the My Planned Care website and can be found under the ‘Midlands’ option.

7. Prescription Waiting Times

Prescription waiting times was raised as an item to confirm how long it takes from the point of a patient requesting a prescription for it to be processed by the practice and then available for pick-up at their nominated pharmacy. Rebecca confirmed the practice processes all prescriptions through to the pharmacy within 48 hours (not including weekends). It is entirely dependent on each pharmacy how long they then take to prepare the prescription to be ready for collection. This seems to vary between pharmacies and can sometimes add an extra few days onto a patient collecting their medication. This could be because the pharmacy may have to order items in or due to their high volume of prescriptions to get ready for collection. Rebecca advised that it is best to check with your nominated pharmacy how long they require for processing.

8. Bone Density

The referral criteria for having a bone density scan was asked. Rebecca advised she will find this out and feedback to members. Similar to how the previous newsletter contained self-referral options, Yvonne suggested a piece on bone density/things to consider or access after having a fall would be a good educational piece.

9. Upton Pavilion Fun Day

Eliza provided an email update to say she has enquired with the Parish Council Committee about having a pitch at the Upton Fun Day in September. It would be £30 for a plot and it is recommended to have a gazebo/something to give out. Members present at the meeting discussed that having a plot is a good idea but it needs to be clear what the PPG’s purpose for attending will be and consider whether this is the right place for exposure to potential new members as a lot of people attending the fun day may not be Upton patients. Since the newsletter has been sent directly to patients with information about the PPG, there has been several new member enquiries. PPG members Yvonne and Graham would be unable to attend the fun day so need to confirm if other members are available. It was agreed Rebecca would send an email to start a conversation with other members not present today to confirm their thoughts on the fun day. A subgroup will be created to arrange if going ahead.

10. Next Meeting Date

Next meeting date agreed for Thursday 26th November, 3-5pm. This meeting will have an agenda but will also be the annual administrative meeting to confirm PPG roles and plans for the year ahead. Rebecca will try to arrange for this to be at the Pavilion and will email out to members to confirm.

ACTIONS	FOR
• PPG recruitment with local high schools	Eliza
• Pavilion Fun Day Planning	Eliza
• Digital Drop in 10 th September – Any volunteers to host?	All