

Notes from the Fremington Medical Centre Patient Participation Group (PPG) Meeting

Date: Wednesday, 14th January 2026

Location: Downstairs Waiting Room, Fremington Medical Centre

Time: 5.30pm – 6.30pm

Present: Kate Graddock (KG) – Practice Manager, Linsey Duncan (ANP), Jules Webster (Patient Services Administrator), Julie Adnams Hatch (JAH) – Chairperson, WH, DR, CS, JW AND JS.

Apologies and housekeeping

JAH gave HW Apologies. KG mentioned that she had not returned her signed form, so she would need to complete this before becoming a PPG member. JAH asked KG to send again.

Welcome to Linsey Duncan and Jules Webster – Veterans Friendly Practice and Reception Team

Linsey and Jules joined the meeting to give an overview of the Veterans Friendly Practice Scheme that the practice is part of. It is designed to help those that serve/have served to access services and enable the practice to be more aware of these pts when managing their health concerns. They can also help with referrals to dedicated NHS services for veterans. The practice has been working on contacting pts to identify any pts that may fall within the criteria, but we do not have them coded as a veteran.

Jules also gave an overview of her role in the Reception team, which consists of 3 roles (Reception/Admin Triager/Telephone), all have their own responsibilities and provide services such as booking of apts/answering calls/dealing with enquiries/prescriptions and admin tasks. There are 12 people in the Reception team and she has recently been promoted to Lead Receptionist. Some questions from members were:

Q- If people registered who are widows/bereaved children of veterans, are they included in this scheme?
A – Not specifically for those families but can help them by directing to services that can offer support to them.

Q – It is a shame that public services are excluded and not open to the wider community.
A – This is a national scheme and if the PPG feel there should be similar support for other public services, then the PPG could bring up at a BA PPG meeting or speak to their local MP, unfortunately, our medical centre would not be able to change the criteria.

There was some discussion on individual concerns regarding prescriptions/appointments/booking etc but KG reiterated that the PPG meeting was not the place to discuss individual issues and they should be addressed outside of this forum.

Members thanked Linsey and Jules for attending.

Minutes

Attendees – JAH asked for the full names of attendees to be written, but KG said she was cautious of this as she does not have all attendees' permission. One member did not want their full name written for confidentiality reasons.

Action	By whom
All agreed for initials to be recorded in the notes.	KG and future secretary

Dr Isaac – JAH wished for further information in the minutes about what Dr Isaacs role was in the practice. Dr Isaac is a GP Partner and works a Monday, Tuesday and Friday. She has a number of lead roles within the practice including women's health and is also the lead clinician for Total Triage.

Patient Charter

KG circulated the Patient Charter prior to the meeting. This has been displayed on the front door, website and social media. All liked the format and felt it was clear and concise.

Wellbeing Club

Discussion on the dates for the Wellbeing Club. KG suggested that Tuesdays was not a good day for the practice as that is often the day for trainees' tutorials etc. 2026/27 confirmed dates are:

- Wed 22nd April - Dr Marc Cartmel (Itchy Bums)
- Wed 22nd July – Menopause?
- Wed 14th October – Prostate?
- Wed 13th January 2027 - Planted Based and Healthy Eating?

Time: Afternoon, perhaps 2.30 – 4.30pm.

Location: Church Hall, Fremington.

The Practice was asked to provide one clinician per event. PPG members will need to find additional speakers/attendees to talk on specific subjects. Discussion as to whether to extend to other practices in the locality.

KG said she was happy to produce a poster but would need information from the PPG as to who is attending each date.

Action	By whom
JAH to confirm Dr Cartmel	JAH
JAH to confirm Fire Service for dates	JAH
KG to confirm clinician for each date	KG
KG to contact Wellbeing Team to see if they can attend	KG
FMC will pay for the Hall Hire	JAH to arrange Hall Hire and invoice FMC.
Refreshments	PPG to organise refreshments

Dr Stephen Jubb – Executive Partner

Dr Stephen Jubb attended briefly to give an overview of his new role within the practice. From January, he has become the Executive Partner and will work closely with KG to look strategically at the practice and will be a support for the Practice Manager and a link between the partners/practice/PM. It will be for a period of 12 months initially and will concentrate on CQC readiness with the Practice Manager in the first instance.

Triage – one year on

KG asked whether the PPG wanted to do anything to mark one year since the introduction of total triage. She said that she would be having a small celebratory event for staff and will be producing a poster with some facts/figures on for pts to view via the website/social media.

Violence Against Women and Girls

JAH reported to all that she would like to discuss this matter as it is an important subject for all to be aware of. There is a national campaign, with more information here: [Violence Against Women and Girls](#)

Action	By whom
JAH to contact Police to attend a Wellbeing Club event	JAH

Wellbeing Walks

JAH shared with all that she had met with Rowan Summers who has written the Pathway Prescription which is a programme to support patients to find natural routes to boosting their health, through spending more time outdoors and connecting to Nature. JAH did not find the walks accessible so will be working with Rowan to produce some more accessible routes. More information on the Pathway Prescription can be found here: [Barnstaple Alliance Pathway Prescription - Resilient and High Quality Integrated Health Care for Barnstaple](#)

Future Agenda Items

JAH – Medical Misogyny. JAH mentioned that herself and HW are still working on this and will bring back to a future meeting.

Secretary

The PPG still needed a Secretary and KG mentioned that she would do one more meeting after which the group would need to find someone to take their notes.

Action	By whom
PPG Members to find new secretary	ALL

Date of next meeting: Wednesday, 25th February 2026 at 5.30pm – 6.30pm at Fremington Medical Centre Downstairs Waiting Room.