

RAINFORD HEALTH CENTRE

Minutes of the PPG meeting held on 12th august 2026

In attendance:

Wendy Webster (Chair), Kate Marsden

Helen Sansbury, Bob Singleton, Lynn Conachey, Patrick Conachey, Linda Burke

Apologies: Sandra Corfe.

1. Apologies for absence of previous meeting minutes. Summary of previous meeting provided (Presentation from Rachel Franklin regarding Neighbourhood Health Framework).
2. Questions and actions for Rachel raised at previous meeting however unfortunately these have not been answered/actioned due to Rachel's redundancy. No further information available.
3. Wendy introduced new Trainee Practice Manager, Kate. Kate provided a summary of past experience and hopes for the role at Rainford moving forward in anticipation for Wendy's retirement in March 2027. Wendy also explained the handover process between now and March 2027.
4. Flu & Covid clinic plans for the Autumn which will start in October. We plan to carry out a Flu clinic 3rd October. Covid vaccinations will also be provided to the most vulnerable at the flu clinics. Wendy explained the new ordering system for the Covid vaccinations which limits us to having only 200 vaccinations available at any given time, priority will be given to most vulnerable at the Flu clinic further catch-up clinics planned for the following weeks.
Invitation process was also explained; SMS message would be sent to eligible patients from the 24th August which will contain a booking link. Posters in Surgery and locally within Rainford to also inform patients they can book for the Flu clinic with the reception team from now onwards.
SMS limitations discussed by Wendy. The ICB will no longer fund all SMS messages (classed as fragments), now capped at 20 Fragments per patient per year. Wendy explained cost implications and plans for reminders for long term condition reviews to first send an SMS to the patient which also explains that the next reminder will be an email (or NHS app message), then email/NHS app message and then a letter to the patient. Concerns about cost of sending a letter discussed and possible alternatives. Wendy did explain that appointment reminders have now been limited to the day before (previously a message was sent out at time of booking, a few days prior and the day before). Messages can

be sent to the NHS app however if these are not checked after a certain period of time the message then converts to an SMS and is then sent to the patient which incurs cost for the Practice.

5. Eligibility for the RSV vaccine has changed, available to everyone over the age of 80. Expanding from the 1st September to also include individuals aged 65 to 74 with chronic respiratory diseases or immunosuppression. Clinics will be arranged accordingly and invites sent to eligible patients.
6. Wendy provided a further update on the planned Practice refurbishments. Planning permission for all aspects of work (including the carpark) now obtained along with building costs quotes. Proposed car park plan explained and extra spaces it would provide highlighted. With regards to the project funding, no further update as such as to when the funds will be available to the Practice however, there is a planned meeting by the estates team on Monday 17th August which we are hoping will provide further information.
Actions: Wendy to chase estates team for further updates following their meeting on the 17th August, any further updates to be passed to Helen also.
7. Further discussion around the NHS app and how to promote. Bob stated he had been told that patients were unable to see any available GP appointments on the NHS app, meaning that patients were unable to book GP appointments online via the NHS app.
More awareness about the NHS app would help with SMS limitations, for example having notifications enabled to alert patients when a message was sent by the Practice to enable them to read the message before it is sent as an SMS to the patient (approximately 40% have the app however only approximately 20% of those have the notifications enabled). Discussion was then had about how to raise awareness of the app and its functions, clarification given between the 'patient access app' and NHS app.
Suggestion to have someone available at the flu clinic in reception to help raise awareness of app and to help with any queries and problems patients may experience with the app.
Actions: Kate to look into appointment diary and amend slots accordingly to enable them to be available to book on the NHS app.
8. Any other business: Friends and Family Test and how it is used within the Practice. Wendy explained the importance of the feedback received and how it is used to improve patient experience by looking at general trends within the feedback and how positive experiences are passed on to staff to boost staff morale.

Date of next meeting: To be Confirmed