

**Rooley Lane Medical Centre**  
**Patient Participation Group (PPG)**  
*Thursday 12<sup>th</sup> March 2026, 2:30-3:30pm*

**Agenda**

- 1) AOB – Any issues to discuss
- 2) Actions completed from survey results
- 3) Childhood immunisations project update.
- 4) What else shall we look at as a practice?
- 5) Next meeting date

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**Minutes**

**Present: SO, JO, CK, DW, JD**

**1) AOB – Any issues to discuss**

- a. None

**2) Actions completed from survey results**

- a. We added a “You Said, Our Response” section to the PPG area of our website to address the comments from our recent survey. These snippets are also being displayed on our digital board
- b. Our staff profiles on the website include a large table showing each doctor’s weekly schedule and gender.
- c. Any GP booking links sent to patients will also include a link to the doctors’ working schedules mentioned above
- d. All staff should also ask patients which GP they would prefer to see and aim to book their appointment with that GP whenever possible

We will do a reaudit of this survey again in January 2027.

**3) Childhood immunisations project update.**

We have made a new resource page on our website regarding everything about baby immunisations

<https://rooleylanemedicalcentre.co.uk/baby-and-child-immunisations>

We are directing parents to this information page and sharing videos and signposting materials to help address any concerns they may have. We have also included booking links, allowing parents to schedule appointments directly into our dedicated baby immunisation project and the daily drop-in clinics run by our nurses. In addition, our nurses are proactively contacting all parents who have fully or partially declined their child’s immunisations to offer further discussion and support. We are also targeting new mothers and encouraging them to view our website to again address any concerns they may have about vaccinations and what the appointment entails. This approach has led to several parents booking immunisation appointments or requesting additional conversations before making an informed decision.

A number of these families did not attend their appointments, but we continue to follow up with them as they have previously shown positive engagement. However, we are very pleased to report that we have now vaccinated two children from two different families.

However, our nurses report that some parents remain firmly opposed to immunisations and have asked for the contact to stop. One parent declined vaccination for all her children, believing that the first child’s recurrent tonsillitis was caused by previous vaccines! The most common concerns our nurses hear during refusal discussions relate to the belief that vaccines contain harmful heavy metals and fears that vaccinations may cause autism.

Dr Swinney is going to local community groups and engaging with local schools to promote vaccinations and again to talk about any concerns.

All new mothers are sent out information and pointed to our website to encourage and promote childhood vaccinations.

#### **4) What else shall we look at as a practice?**

The group agreed to focus on improving early cancer detection through bowel, breast, and cervical screening. DW will attempt to access relevant dashboards to review our current uptake percentages and compare them with national figures.

JO noted that we should share positive messages with patients, but with a clear purpose. Examples include updates on the outcomes of our baby immunisation project, information about community activities, and campaigns for smear tests, flu vaccinations, and COVID vaccinations.

A few draft examples were:

##### **Recent baby vaccinations project**

“Thank you everyone involved in our catch-up baby immunisation work. If you still want your child vaccinated, please book an appointment with us. We will now be focussing on Covid vaccinations from April. Vaccinations are safe and important to keep you protected and safe from disease.

##### **Showing appreciation and being courteous to our staff**

“We’re proud to be part of a caring, supportive community. Thank you for showing kindness and understanding to our staff—your positivity helps us give the best care to everyone. Together, we make our practice a welcoming place for all.”

DW and JD will come up with some further wording for other campaigns

##### **Action points:**

<b>Action</b>	<b>Responsibility</b>	<b>Date to be done by</b>
Try and access some cancer dashboards	DW	7/5/26
Further wording for “positive message with a purpose”	DW and JD	7/5/26

#### **5) Next meeting date**

Thursday 7<sup>th</sup> May 2:30-3:30pm