

**DUKINFIELD MEDICAL PRACTICE PATIENT NETWORK GROUP
MINUTES OF THE MEETING HELD ON 20TH MARCH 2026 AT 1.30 AT DUKINFIELD
LIBRARY, CONCORD WAY, DUKINFIELD**

1. Present: Marion Higgins (Chairperson), Sheila Frith (Secretary), Joyce Jones (Treasurer), Brian Malpas, Charlie Garside, Simmone Ellams

2. Apologies: Amrit Singh, Ann Wright, Bhikhu Mistry, Julie Pregnall, Kath Ratcliffe

3. Minutes of the last meeting

These were approved and there were no matters arising that did not feature on the agenda.

4. Treasurer's Report

General fund brought forward £61.62 less Baby Bundles packaging £21.99 leaves £30.63. Donation of £500 for Christmas Activities. Tameside Community Fund Grant brought forward £1014.53 less Growing Together agreed items £931.30 leaves £83.23. Christmas Activities £500 spent on Carers and Carees Party £403.92 and Hampers, including hand made gifts, of £96.08. Morrisons provided additional funds of £25 gift card and an extra £34 was via discount and donated wrapping and Park Cakes leaving nil balance. Therefore total funds £113.86.

Joyce gave a further report on the bank account situation as follows:

We had to change from Lloyds bank to Metro bank as Lloyds started charging and Metro was free to open a Community Account. Metro bank requires you to transfer funds by phone or cheque book. Not many want to be paid by cheque. When you phone up you initially speak to a robot who requests details etc and then directs you to pay online which you cannot do. Mention Community Account and it wants to set one up. When it has exhausted itself and me it puts you through to a live person who requests details but then cannot deal with it as they need a business person who deals with Community accounts. This live person requires long ID number, password, security number, name, and dob. They then send a code by text to be repeated back. If you have set up and given the payees full bank details previously you can request payment to them. If not you have to give all their details and have them repeated back, A reference can be added but only 18 characters long. Costs tend to be lumped together to avoid these long calls so bank statement show name of payee and reference for what you have paid for is not ideal. The bank then has to repeat payees details and amount back to you. They then ask you name of person approving transaction and go into long spiel, about if they do not answer within so many hours it will all be cancelled, on every call. I have to warn person approving ie. Geoff before I contact bank in case I cannot get through, to ensure he is available that day as he needs to be home to access all his security numbers to approve transaction when they call him. Geoff then has to let me know he has done it. Bank statements showing all transactions are only available when on full internet site the month after. I want this documented as it explains why this year the Accounts have been done as they have. Geoff also needs our thanks for his participation. As from December they started to charge so all this is why we need to set up another bank. It also clarifies why on bank statements it is mainly individual names of committee member. I intend to close the Metro bank account after last of grant funds spent, just withdrawing small sum of general funds left to start new account as agreed by the committee. As well as Geoff Hill thanks to Kath Ratcliffe for auditing the accounts.

The committee will discuss which bank to transfer to at the next meeting and thanked Joyce for her perseverance. It was acknowledged that the current arrangements are overly time consuming and stressful for Joyce. Ease of access/use must feature strongly in future discussions.

Action: Next meeting

5. Update on Growing Together Gardening Activity

Brian and Joyce reported on progress to date. They confirmed that the project had had a successful year, and it was especially noted that the adults with Special Education Needs had benefitted in particular. They had achieved success with recycling projects and growing food. The evaluation of the project and funding will be submitted soon. We will continue to have access to the space provided by LEAP, but due to the success of the activity it is acknowledged that some expansion of resources will be necessary.

6. Newsletter

Marion briefly covered the relevant points leading us to date. There was a wide ranging and lively debate. Some basic issues were addressed including whether we thought a newsletter was still necessary. That was a firm "yes". Discussion ranged on how best to achieve it within a reasonable cost. If it is available on-line only then there's no need to deliver it, though it was acknowledged that this would disadvantage some groups and it was suggested that a basic paper copy could be provided within the surgery. Content, including items such as staff photographs which would always be included, and how that content is focussed, sourced etc. were all considered. Size was also discussed. It was agreed that 8xA5 was probably best. Less doesn't give space for longer items and more is likely to lose people's interest. The discussion probably raised even more questions than before. Human resources will need to be identified and cost is a significant factor.

It was proposed that a sub-group be formed to take this forward to consider all the issues. Names were given and date set. The items that were proposed for the December 2025 are still available and it was agreed that these be a starting point for the sub-group to consider in their meeting. They will compile ideas and suggestions and present them to the next PNG meeting.

Action: Sub-group

7. Patient Feedback forms

Marion outlined the changes she is suggesting for this initiative. As Julie had been unable to join this meeting, it was agreed that the item will be deferred to the next meeting.

Action: Next meeting

8. Date of next meeting

12th May 2026 at 1.30pm at Dukinfield Medical Practice.