

Minutes of PPG Meeting

Date: 09/10/2025 Time: 13:00 Location: Priory Medical Centre

Attendees

- Chairperson: Tony Gooch (TG)
- Participants:
 - Robert Massey-Ellis (RME)
 - Hayley Pollock (HP)
 - Vicki McAndrew (VM)
 - Phil Marriott (PM)
 - Jane Sault (JS)
 - Heather Williams (HW)
 - Christine Shaw (CS)
 - Pam Leonard (PL)
 - Laura Hanley-Gorton (LHG)
 - Dr Lewis (CL)
 - Dr Bhandal (TB)
- Apologies: Emma Harper (EH), Nic Ruch (NR)

Agenda

1. Welcome and apologies
2. Approval of previous minutes
3. Matters arising
4. Main discussion topics
5. Any other business
6. Date of next meeting

Minutes

1. Welcome and Apologies

TG opened the meeting at 13:00 and welcomed all participants. Apologies were received from EH.

TG confirmed that this will be his last PPG meeting and he is stepping down as chairperson. All participants thanked TG for his commitment and time on the PPG.

2. Approval of Previous Minutes

The minutes of the previous meeting were reviewed and approved as an accurate record. No amendments were recommended.

3. Matters Arising

Outstanding actions from the previous meeting were discussed:

- RME – Groundskeeper has been to take photos which will be sent to the landlord. Action to be included for next meeting,
- There has been no further input regarding seating and chair height. Patients feedback has been that chairs are too low resulting in some patients having to stand. There will be a discussion about this issue at the next partner meeting. Action to be included for the next meeting.

4. Main Discussion Topics

- Practice update from RME who gave an update on staffing for the practice, including new appointments and leavers
 - Staffing (VM)
 - Two new nurses, reception manager and receptionist have started at the practice.
 - Dr Bhandal is the new senior partner
 - Dr Adams has rejoined the practice as a 6 session salaried GP following her return from maternity leave
 - Dr Saffee Syed – ARRS GP with the practice for a six month period until end of March 2026
 - Dr Emelia Stephens will be with the practice permanently for two years as a salaried GP on 5 sessions per week
 - Dr Abiodun Akinola with has also joined the practice as a salaried GP for 5 sessions per week
 - The pharmacists team has been expanded to three which should reduce time and be for the betterment of patients.
- Patient Survey
 - National survey results have been received; the practice have produced their own survey to mirror the national survey to send out to patients. A few trial responses have been received so far, with the full version going out in October. RME commented that the national sample is small. TG notes that 284 had been sent out with 92 received. Chase Meadow and Avonside practices have significantly higher engagement rate.
 - Friends and Family text messages are still being sent out.

- Discussion surrounding whether there could be a Priory specific question within the national survey, if there could be a way to split into two parts. RME commented that we have no control over the National Survey, however we do have PMC specific questions in the PMC Patient Survey.
- Online Appointment Booking
 - TG: what changes are being made in the practice, what effect will this have on patient experience and how it is all going?
 - RME: contractually all GP surgeries now have to be accessible Monday – Friday 8:00 – 18:30. There are three ways in which patients can contact and interact with the practice; in person, phone and online.
 - Dr Bhandal and VM have been implementing the changes and, in preparation for the changes, the team has been expanded.
 - Monday mornings are the only pressure point so far but, the practice is coping well with adequate staffing. JS asked if an e-consult was received at 18:25 and a phone call was needed would the patient still receive this? Dr Bhandal replied that ideally all enquiries will be actioned within the day.
 - RME: There may be times when e-consults may have to be stopped due to the volume being received and the practice remaining clinically safe. Routine/admin streams will still continue. Currently Dr Bhandal is involved with triaging e-consults to ensure enquiries get prioritised appropriately. Triage will remain clinician led and the process being under constant review with the practice horizon scanning for any issues that emerge with the process.
 - RME: One of the benefits of extending the hours and making appointments available all day is that there is no 8:30 rush.
- DNA – RME gave statistics for appointments that were DNA (Did Not Attend)
- Car Parking
 - On the planning permission there was 41 spaces allocated – 14 for staff and 27 for patients. The County Council are to be approached to consider whether some spaces in their main Cape Road carpark can be allocated to staff at the practice
 - There are now other parties and businesses using the building which has increased demand and need to understand who uses the car park including the pharmacy, physiotherapy and dermatology clinic. All patients who visit the building are using the car park; this can be as part of the practice, pharmacy, physio, dermatology etc.

- RME has approached various people to ask for permits for staff to no avail.
- PPG Awareness
 - JS to attend the town council meeting
 - TG: Aylesford school has no sixth form. The Myton School sixth form visit is on hold.
 - Ideas to run adverts on Warwick Hub News and Warwick Courier.
 - Practice does have a social media presence which HP manages.
- Vaccinations
 - RME: Covid and Flu vaccinations going well with clinics every weekend with 6,500 vaccines been given throughout the PCN to date.

5. Any Other Business

- Chairperson to be selected at the next meeting which is combined with the AGM.
- Patient engagement meeting is on 20 November at Waterside Surgery in Leamington.
- PCN meeting is on 10 December.

6. Date of Next Meeting

The next meeting is scheduled for 15 January 2026 at 13:00 in Priory Medical Centre.

Minutes prepared by: LHG