

# Minutes of PPG Meeting

Date: 26/02/2026    Time: 13:00    Location: Priory Medical Centre

## Attendees

- Chairperson: To be Elected
- Participants:
  - Rob Massey-Ellis (RME)
  - Hayley Pollock (HP)
  - Vicki McAndrew (VM)
  - Phil Marriott (PM)
  - Heather Williams (HW)
  - Christine Shaw (CS)
  - Pam Leonard (PL)
  - Nic Ruch (NR)
  - Bev Ireland (BV)

## 1. Welcome

## 2. Apologies

Emma Harper (EH)

## 3. Election of Chair and Secretary

- PM expressed an interest in taking on the position of Chair
- This was proposed by HW and seconded by PL. The vote was unanimous in favour.
- PM was duly appointed as Chair.
- There were no applicants for Secretary. Minutes will be taken in rotation. CS volunteered to take the Minutes of this meeting.

## 4. Approval of Previous Minutes

### (a) Publishing Minutes on Website – style etc.

- The minutes of the 09.10.2025 have been amended by RME who will send two versions for PPG approval – one for PPG eyes only and a summary to be loaded onto the website within the next couple of weeks. PPG to vote acceptance of the Minutes via email

## 5. Practice Update

### (a) Staffing

- Dr Rothwell is leaving – replacement actively being recruited for cover 4-6 sessions
- Paramedic starting work on Monday 2<sup>nd</sup> March – 37 hours a week – will cover some of Dr Rothwell's work as well as home visits, face to face appointments following referrals by Triaging Doctor
- One receptionist going on maternity leave – recruiting another permanent receptionist

### (b) National GP Patient Survey

- 284 sent out with 92 replies received back – results are received June/July every year
- 81% happy with contact with the practice
- 35% say it is easy to contact the practice by phone
- RME will share slides/presentation with PPG
- RME advised that a practice patient survey has been sent out that mirrors the previous National GP Patient Survey with better returns and better figures – stats to be shared with PPG

### (c) On line booking

- Increasing usage – average 5,500 per month and 8,000 phone bookings
- Complaints still being received about seeing a doctor on the day – want to manage patient expectation going forward but trying to provide continuity of care.
- RME confirmed that there is a 'how to' guide for on line booking in the leaflet stand in reception

### (d) DNA

- Statistics are available on the News section of the practice website. Average of 1.5% to 3% per month (national average 10%). Mostly blood appointments and smears.

### (e) Contractual changes and effects on PMC plus upcoming contract changes re: same day appointments for urgent cases (news 240226)

- Overview published yesterday for implementation 1<sup>st</sup> April.
- £485m over whole NHS

- Integrated Neighbourhood Teams (INT) replacing PCN – can now recruit a doctor direct rather than via PCN
- 5 data points – these formalise what is already being done at the surgery so from patient's perspective there is not much change

#### (f) Winter Vaccination programme

- Flu vaccinations continuing until end of March
- COVID finished mid-January and new programme starting in April for over 75's, Care Home residents and immunocompromised patients
- Priority patients can attend main surgery or Brese Avenue

### 6. CQC inspection

- Took place 24<sup>th</sup> January following 2 weeks' notice.
- Part 1 on site – very positive – 'my job is to find fault – I cannot find any'
- Part 2 Medicines Management – looks at patient records and safety
  - Feedback was "for a practice of 19,000 patients, you have a very low number of patients that are outstanding any checks or any follow ups. This is a low % for a practice of your size, which is very impressive."
- Staff Survey – staff very happy – whole practice worked together
- Draft report will be received within a month and will be posted on practice website and CQC website

### 7. PPG Awareness – publicising PPG ideas.

- RME confirmed that there is a Suggestion Box located in reception but it has never been used
- Banner - where does it live?
  - HP confirmed that the banner is stored upstairs and can be requested at any time

### 8. PPG members input including meetings attended in wider network (minutes circulated) and upcoming meetings

- PM to attend next SWPEG meeting
- HW to attend next Network PPG meeting (Zoom)

#### (a) Brese Ave – phone no, opening hours, website layout, awareness of closed dates when offering appointments

- Both surgeries share the same phone number

- It should be clear to receptionist when Brese Avenue is open, so there should not in theory be appointments made for when it is closed.

(b) Opening hours on website both surgeries

- The doors of the surgery are closed between 1-2pm to allow for staff lunch breaks but the site is accessible during this time.

(c) Check-in screen PMC

- The issue of waiting room directional advice was raised – leading to more queues at reception and confusion for patients
- The issue is that some staff move around across 2 waiting areas so it is sometimes difficult to update their location in time.

(d) Planned appointments via NHS app

- Blood tests only – not discussed

(e) Newsletter – print size, tri-fold, more info e.g. Dr Martin retiring

- It may be possible to reduce the content in order to increase the font size in order to make the newsletter accessible to sight impaired patients.

9. Any other urgent business.

- None

10. Date & time of next meeting.

- The next meeting is scheduled for Thursday 23<sup>rd</sup> April 2026 at 13:00 in Priory Medical Centre.

## Action Items

| Action                                                                                                                                    | Responsible | Deadline   |
|-------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------|
| Chase up Landlord (Dudley Taylor Developments) regarding the loose paving stone outside the surgery as this is a Health and Safety issue. | RME         | Not set    |
| Minutes of meeting 09/10/2025 – produce 2 versions for review, approval and publication of summary version on website                     | RME         | 13/03/2026 |
| Share Patient Survey slides with PPG                                                                                                      | RME         | Not set    |

|                                               |     |                |
|-----------------------------------------------|-----|----------------|
| CQC inspection report to be posted on website | RME | When available |
|-----------------------------------------------|-----|----------------|

Minutes prepared by: CS