Patient Participation Group Meeting

Tuesday 24 June 2025

12.30pm

Present

Debbie Taylor Practice Manager

Helen Bennett

Barbara Angell

Sue Marshall

Jill Burns

John Munnery

Ann Saggerson

* Debbie welcomed the PPG members and new member Helen Bennett.
* Staff update

Debbie gave an update with regards the GP’s at the practice and their working sessions. Debbie discussed succession planning for the practice. 12 members of staff due to retire over the next 6 years. Two new members of staff recruited who will be working in the prescription team and on reception.

Training practice – Debbie explained that we are now training Physicians Associates, Registrars ST1, ST2 & ST3 and Non Medical Prescribers/Pharmacists at the practice.

* Flu/Covid Clinic Saturday 27 September 2025

Debbie discussed having a join Flu/Covid Clinic for both over 65’s and under 65’s (at risk) on Saturday 27th September 2025. This would be a very busy clinic but would help the practice vaccinate as many patients as possible during the one day.

* Additional Roles

Mental Health Practitioner will be finishing end of August. The practice has found that due to the limited availability it was not beneficial to the practice. We have provided additional GP appointments with the surplus of funds.

* Patchs

General discussion with regards Patchs (was e-consult) the practice has this facilitate for patients to request an appointment on line but we do limit the amount available each day due to capacity.

* Menopause clinic

Doctor Lynch has held two menopause clinics recently – 12 patients attend an educational session on the menopause then a face to face with the GP to discuss medication etc. This has had very good feedback.

* GP Survey

Debbie reviewed the GP Survey with the group. Overall we have had a very good response and are above the ICB average.

44% Easy to contact this GP Practice using their website – National 48% ICS 47%

General discussion on how we can improve on how easy it is to contact the practice using the website. Debbie will be putting a new patient newsletter together so will advise patients to use our website. Debbie also asked the group to review the website and feedback.

Next Meeting TBC