



Patient Participation Group

Date: 15th October 2025
Time: 4:45pm – 5:25pm
Via Zoom (40 mins max)

Chair: Regan Parkes (RP)

Minute Taker: Helen Proud (HP)

Logged on: Sybil, Hilary, Alan
and Sonia

NOTES	
	Presented by
1. Welcome and Introductions We are very pleased to welcome two new members to the group this evening — Alan and Hilary.	RP
2. New GPs and GP Registrar Updates We are delighted to confirm the following staffing updates: • Dr Jack Marshall has joined the practice as a new salaried GP, working six sessions per week. • Dr Laura Rouke's sessions have been increased to six per week from 1 October 2025, further boosting our GP capacity. New GP Registrars: • Dr James Lay – final year registrar; previously worked with us. • Dr Hanna Megaly – placement ends early December. • Dr Yannis Da Silva – placement ends early December.	RP
3. Actions from Previous Minutes No actions documented.	
4. Contractual Changes for GP Practices (Effective 1 October 2025) From 1 October 2025, GP practices are contractually required to keep their online consultation request forms open during core hours (8:00am–6:30pm) for non-urgent requests. The senior team and GPs have been reviewing and adapting our triage processes and appointment types to meet these requirements. Currently, we acknowledge that we are not yet fully compliant with all aspects of the contract, but we are progressing gradually. GP partners have expressed concerns regarding online forms being open all day. There is a risk that a seriously unwell patient might bypass the disclaimers and submit a form that could remain unseen for a few hours. Due to capacity constraints, we cannot dedicate a GP solely to monitor incoming forms throughout the day. To manage this safely, we have gradually extended the times the forms are open, reviewing capacity on a weekly basis.	HP

We are now seeing more patients than 12–18 months ago, and importantly, patients are being seen by the right healthcare professional at the right time, which represents significant progress.

5. Patient Survey Results 2024/25 – Re-Audit (April/May 2025)

On receiving the 2024/25 Patient Survey results, we noted a few areas scoring lower than expected, despite recent improvements.

To investigate, each member of the admin team contacted 10 patients who had attended appointments in the previous three months to repeat key questions. The follow-up results showed encouraging improvements, particularly in two areas:

1. How easy do you find our website to navigate?
2. How easy is it to get through to us on the phone?

Action for HP:

These two questions will be emailed to all PPG members. Members agreed to respond directly to Regan with their feedback.

6. Practice Nurse Provision

As the group may recall, Karen, our Lead Nurse, retired earlier this year, and Diane, another Practice Nurse, recently retired due to ill health.

We are pleased that Hope has now returned from maternity leave (beginning of October). To help bridge the gap in nursing provision, we are currently using agency practice nurses from Nightingale, all of whom also work in other GP practices. This arrangement is temporary and will end once we successfully recruit through our current job advert.

7. Open Discussion (“Around the Room”)

Hilary:

Asked whether patients can still request to see a specific GP, as she believed this was no longer possible.

Response:

Patients can still request a specific GP. The new online triage forms have actually made this easier. As most forms are reviewed by a GP, there is a preference for continuity of care, so patients are often booked with their preferred or previous GP when appropriate. However, the urgency of the issue may affect which GP a patient is allocated to.

Alan:

Asked what provisions are in place for elderly patients who cannot complete online forms or lack internet access.

Response:

Some patients mistakenly believe that the move to online forms means we no longer answer phone calls. This is not the case — our admin team answers calls 8:00am–6:00pm, Monday to Friday, and can complete triage forms on behalf of patients who cannot do so themselves. All forms are reviewed the same day by a GP, and we aim to respond to patients before 1:00pm wherever possible.

HP concluded the meeting and thanked everyone for their time.

Next Meeting Details Wednesday 3rd December 5:30pm – 6:30pm @ Whittington Moor Surgery.

HP

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