

THE PATIENT PARTICIPATION GROUP
MINUTES OF THE MEETING AT THE SURGERY
MONDAY 18TH AUGUST 2025

Attendees:

Dr S Tahseen (ST)	GP
Muhammed Waqar (MW)	Practice Manager
Tehniyat Zahra	Medical Secretary (taking notes)
Brian Behrens	Patient
Clare Bowling	Patient

1. Welcome – Muhammad

Muhammad welcomed everyone to the meeting.

2. Apologies for Absences

Jan Bird, Anne Fox, Cliver Roberts, Sue Osbourne.

3. Update Since Last Meeting

No major issues reported since the previous meeting.

4. Total Triage System

Feedback from the patients received informally highlights that just a small minority of patients are finding it difficult to navigate the new Total Triage system of offering appointments; reception staff continue to assist those who are unable to access it independently by providing instructions on how to complete online requests and complete on the telephone line / face to face for the patient who are unable to do it even with support.

- Overall, most patients are satisfied with the system, which significantly reduces time spent waiting on the phone.
- Triage doctors do consider same GP for the continuity of care. Patients may also request a preferred GP in the triage form; the practice will try to accommodate where possible. Requests cannot always be met due to GP sickness or annual leave.

5. New Patient Registrations

The practice list is slowly growing as practice continues to register new patients. Growth remains sustainable, with no overload, as some patients also leave due to changes in residential address, keeping numbers balanced.

The practice cannot cap patient registrations, and there has been no unusual influx of new patients in the area.

6. Patient Feedback – Brian's Concern

A patient raised concerns that older patients find the triage system difficult and feel GPs do not want to see them.

- Practice Manager response: Patients can call reception for support completing the triage form. Reception staff are doing their best, and no major complaints have been received.
- Approximately 60% of patients are already for online access and are used to managing their records, prescriptions and requests online.
- Family members can also assist patients in completing forms.
- With the introduction of appropriate use of new NHS roles such as Physician Associates, Advanced Nurse practitioners, Physiotherapists etc, it is not always necessary to book an appointment with the GP. However, if a patient preference is to see a GP, triaging doctors do consider that in their decisions.
- Feedback is welcomed, and the system remains a learning curve for both patients and clinicians.

7. Staffing Update

- Staffing levels remain stable.
- The Assistant Practice Manager is on maternity leave and has recently had a baby.
- The Senior Admin/Reception Lead has stepped up, with no immediate appointment of a new APM due to training demands.
- A new receptionist has recently joined, helping to reduce workload.
- Three registrars have left as part of rotation changes; Dr Maged and Dr Maryam are current GP registrars in the practice.
- Two pharmacy technicians are supporting prescription medication reviews effectively.
- The prescription clerk is performing well, with a stable workflow.
- PCN funding changes: the physio has left; funding is being redirected to ARRS GP sessions. A GP is expected to start from mid-September, working two days a week.

8. Flu Vaccination Programme

- **First Cohort (eligible from September 2025):**
 - 16 months–18 years with immunosuppression
 - Children aged 2–3 years
 - Pregnant women
- **Second Cohort (eligible from October 2025):**
 - General population – flu clinics planned for the **1st/2nd week of October** (Saturday clinics plus GP clinics on different days of the week to offer a variety of options to patients).

9. CQC Update

- Updated CQC report submitted on 01/08/25; awaiting feedback.

- Long-term targets remain in progress as part of a continuous improvement cycle.
- Immediate concerns have already been addressed.
- Further changes will be made if required.

10. Additional Points

- Dr Tahseen continues to run the women's health clinic and the 75+ health check programme; patients are invited.
- Blood pressure: patients should complete 7 days of readings before booking a GP appointment.
- Ambulatory BP monitoring is carried out at the Ashcroft Pharmacy for those who require it.
- The Equality PCN is offering community events such as cooking classes, exercise sessions, and boxing/gym activities. Those get regularly advertised on our notice boards and website.
- PSA forms: appointments can be booked via triage or through reception.
- Patient concerns regarding nurse lateness were discussed; practice manager clarified that sometimes delays may occur due to unforeseen traffic issues and emergencies. Appointments can be rescheduled when clinicians are running late.
- Morning triage telephone call volumes have significantly reduced.

Next Meeting: 08/12/25