

THE PATIENT PARTICIPATION GROUP
MINUTES OF THE MEETING AT THE SURGERY
MONDAY 3RD FEBRUARY 2025

Attendees:

Dr S Tahseen (ST)	GP	Muhammed Waqar (MW) (interim note taker)	Practice Manager
Clare Bowling	Patient		
Clive Roberts	Patient		
Sue Osbourne	Patient		
Jan Bird	Patient		

1. Welcome

MW welcomed attendees and thanked them for coming to the meeting.

2. Apologies

Apologies were received from Anne Fox, Ibrar Ali, and Rozeena Shaheen.

3. Approval of Previous Minutes

The minutes of the previous meeting held on 14th October 2024 were approved as an accurate record.

4. Matters Arising

There were no matters arising from the previous meeting.

5. Practice Report

Immunisations

MW reported that the practice continues to invite patients for vaccinations, with a focus on flu, childhood immunisations, RSV, pneumonia, and shingles. However, uptake—particularly for the flu vaccine—has declined since the well-attended event on 5th October 2024.

Patients commonly cited "vaccine fatigue" as the reason for declining the flu jab, stating they've had enough vaccinations this year. The group agreed that this reaction is understandable given the variety of vaccines now available, and speculated that side effects from newer vaccinations may also be a contributing factor.

To improve access, the practice is running drop-in sessions, evening vaccination clinics, and offering pre-booked appointments to accommodate working individuals and schoolchildren.

Diabetes Clinics

Patient response to the diabetes check clinics has been very positive. The convenience of booking appointments through SystemOnline and the NHS App was highlighted as a key factor.

Promotion of the NHS App

Staff are actively promoting the NHS App via posters in the waiting room, the practice website, and during patient interactions.

Total Triage System

Muhammed informed the group that the new Total Triage system will launch on Monday, 10th February 2025.

He acknowledged the group's suggestion to avoid launching on a Monday but explained that operational needs made Monday the most suitable day. The practice is adopting a proven model already used successfully by other local surgeries.

A two-week "blank canvas" of clinics will help assess demand and adjust staffing levels accordingly.

Dr. ST explained that while it's currently not feasible to keep the triage system open all day for clinical queries, the practice aims to do so in the future. For now, administrative and follow-up requests will be available throughout the day.

MW assured the group that continuity of care remains a priority, and patients will still be able to request appointments with clinicians of their choice. The group welcomed this reassurance.

Staffing Update

MW confirmed that both clinical and administrative staffing levels have remained stable since the last meeting. From February 2025, the practice will have two part-time and two full-time GP registrars. Additional GP appointments are being added to help manage winter pressures.

Telephone System

The group praised the improved telephone system. MW noted that the surgery receives 350–400 calls per day, and group members commended the reception team for managing this volume effectively.

CQC Action Plan

MW shared that the practice has created an action plan in response to recent CQC feedback. The feedback is viewed as a valuable tool for service improvement. The group agreed that patient safety is paramount and welcomed the commitment to continuous improvement.

6. Patient Input

- **Accurx Message Expiry**
Group members raised concerns about Accurx message links expiring after 7 days. MW explained this is a system default that cannot be changed. However, reception staff can quickly resend links upon request.
- **Blood Test Forms**
Members asked if blood test forms could be sent electronically to Vestry Close, Arndale House and hospitals. MW explained that printed forms must accompany samples, so electronic submission is not currently possible.

- **Total Triage Testing**
Several members volunteered to participate in a "dry run" of the Total Triage online requests submission process. MW thanked them and agreed to circulate a test link for feedback.
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7. Any Other Business

Group members expressed their continued support for the practice's efforts to meet CQC-related targets.

MW informed the group that Janet Goodchild had resigned from her role within the PPG due to personal reasons. Members expressed their appreciation for Janet's dedication and hard work in ensuring the smooth operation of the PPG and wished her all the best for the future. MW also mentioned that he would be taking minutes at the meetings until a long-term solution is identified.

8. Date of Next Meeting

Monday, 28th April 2025 at 6:00 PM at the Surgery

Dr. Tahseen thanked everyone for attending and for their valuable contributions. The meeting closed at 7:30 PM.