



PPG Meeting Minutes - 10/06/2025

Attendance:

- Apologies: Penny, Freddy, Margaret
- No response: Pauline – CRA to do welfare check

Practice Update:

- List size increased to 13,626 (up 300 patients in 3 months)
- Practice signage improved at both sites to increase visibility
- Market Street renovations completed:
 - Admin space updated (first renovation since 1994)
 - Staff room refurbished
 - New flooring in Room 1
 - Patient toilets renovated
 - Reception office recarpeted
 - Digital storage initiative underway to reduce paper records

Staffing:

- No staff departures
- Maternity leave: Dr Palacci (from end July), Dr Le Grice (from October)
- Locum cover arranged for both doctors
- Planning to recruit additional GP by end of summer
- Currently 10 doctors on payroll plus 4 trainees
- Will have 5 trainees later in year (most ever)
- Additional clinical room being created at EHC

Complaints:

- 35 formal complaints logged with NHS England last year (highest ever)
- Breakdown: 16 not upheld, 9 partially upheld, 10 upheld
- All complaints categorised and responded to appropriately

COVID Clinics:

- April clinics had disappointing uptake (61% of eligible cohort)
- 667 patients vaccinated in total (across all providers)
- High DNA rate (approximately 10%)
- Additional weekday clinics with Diana were filled

Practice Demographics:

- Working age adults (18-64): 64% of practice population
- Children/young people (0-17): 22%
- Older people (65+): 14%
- 37% of patients on one or more repeat medications
- 88% of long-term conditions in patients aged 75+
- 20 palliative care patients, 151 housebound, 54+ care home residents



Long-term Conditions:

- Depression: 14% (up 1%)
- Hypertension: 8% (up 1%)
- Asthma: 7%
- Asthma focus:
 - New asthma nurse (Julie) joined November
 - Clinical staff education sessions completed
 - New Feno machine acquired for rapid diagnosis (12 seconds)
 - Mouthpieces kept by patients for reuse

Appointments:

- 4,427 appointments booked in May
- DNA rate: 4% (down from 5%)
- Represents 40 hours of wasted practitioner time
- Protocol in place for managing repeated DNAs

Rapid Health:

- New online consultation system replacing e-consult
- System triages patients and books directly into appointments
- Feedback requested from PPG members who use it

Next Meeting:

- Date: 09/09/2025
- Time: 17:30
- Venue: Salvation Army (TBC)

Actions:

- Alan to prepare newsletter paragraph about patient feedback
- Practice to create electronic feedback form for website
- Claire to check if newsletter is on website
- Claire to send Alan PPG questionnaire