

Patient Participation Group Meeting – 24/07/2025

Quarterly Patient Participation Group Meeting held at Ashville Medical Practice. Lead by Business Manager ,Melanie Jones and scribed by Al Heidi (Monitored by Hollie Mirfin).

- Attendees: RS, DS, GP, TF, JF, SP,JC, JH, PS, GR ML. Melanie Jones Business Manager and Hollie Mirfin Care Coordinator
- No actions from the last meeting.

Practice Update:

Lydia had a baby boy in early June; both are well.

Two GP registrars, Dr Alam and Dr Irfan, are finishing their rotations.

Two new GP registrars, Dr Hassan and Dr Ellen, will join at the beginning of August.

Dr Ibrahim, a locum GP, leaves Wednesday 30th July to move to Canada.

The Primary Care Network (PCN) has recruited a GP for the practice under the GP Additional Roles Reimbursement Scheme (ARRS role). A locum doctor will be with the practice from the beginning of August to the end of October on a Friday.

Dr Maria Sadiq will start in the GP ARRS role at the beginning of November, working on Wednesdays and Fridays. She was a previous registrar at the practice.

Two care coordinators are leaving but will be replaced. New care coordinators will handle office tasks including answering the phones.

Secretary Amy is moving to Peterborough in September to support her daughter at university.

Patient numbers have grown to 13,199, an increase of approximately 1,000 over two years. The budget from the NHS has not increased proportionately.

The practice has experienced significant staff sickness this week of doctors and nurses, leading to cancelled appointments. This is very unusual for the practice.

Practice Manager Recruitment:

- The current Business Manager Mel Jones is semi-retiring from 01/01/2026. Her working hours and role are yet to be determined.

- Vicky Jacques has been recruited as the new Practice Manager and will commence on 13/10/2025. She has previous experience of working and managing in general practice. She will be introduced at the next meeting in October.

Flu Clinics:

- Flu clinics will be held on Saturday 4th and 11th October. Booking is not yet open, and Mel will email the patient group when the dates are ready to book into

- Vaccination for most patients cannot start before 01/10/2025, same as last year.

Pregnant women can be vaccinated from September.

- A decision regarding co-administration of COVID-19 vaccines is pending.

Telephone Call Data:

- Data from October 2024 to present was shared.

- January was the busiest month with 8,267 queued calls; 7,825 (95%) were answered.

The average call wait time was 4 minutes 34 seconds.

- The patient call-back feature is well-used and successful.

- March and April were also busy due to a circulating virus.

- There are around seven staff answering phones at peak times. A member of the group commented how impressive the figures were to say we aren't a call centre. She works for a call centre where 85% of calls answered was considered acceptable and the practice were at 95%

NHS Survey Results:

- Completion rate was 30%.

- The practice scored above national and ICB averages in all areas except one.

- Overall experience: 88%.

- Confidence and trust in the healthcare professional was 1% below the National average. It was agreed no further action was required from the survey results.

Any Other Business:

- Urine samples: Patients with suspected urine infections should first go to a pharmacy (females aged 18-64, not pregnant). If pharmacy criteria are not met, they must speak to a GP first before bringing a sample to the surgery. This policy is purely for patient safety as it is not always necessary to bring a urine sample depending on symptoms. Patients were also bringing samples to be tested without any symptoms which was inappropriate and ticking every box on the sheet inappropriately. Patient safety is paramount.

-The NHS 111 service was promoted for out-of-hours illness especially at a weekend.

- Disposal of diabetes equipment: Advised to take items to the local tip and ask for guidance.

- Recycling tablet blister packs: A member suggested a recycling point at a local chemist.

- Dental issues: Patients with toothache should see a dentist. If not registered, they should call 111 for an emergency dentist. GPs are not qualified to treat dental problems.

-A member raised a query about patient summaries. It was explained that a patient summary contains current problems, medications, and allergies, not past (resolved) problems. Past problems are recorded in medical records but not on the patient summary.

If a current problem is missing from the summary, it may be because it was not promoted to a "problem". The surgery can do this if required, provided it is a current problem.

Patient Feedback:

- A member praised a staff member's interaction with an elderly neighbour.
- A member shared a positive experience with an emergency dentist in Hoyland.

Positive feedback was received on call answer rates and practice performance in the NHS survey.

Next Meeting

Thursday 23rd October 1pm