



Hatherton PRG minutes, 15th September 2025

- 1. Present**

Penelope Allen	Jennifer Bateman	Janet Hall	Robert Hall
Kath Hawker	Marion Letts	David Maybury	Joan Nock
Lesley Sheldon	Liz Sniadowski	Andrew Wood	
Frankee Gould <i>Locality Manager</i>			
Charlotte Hill <i>Data Services Lead</i>			
Lorraine Stewart <i>Locality Manager</i>			
- 2. Apologies**

Val Dodds	Gwen Evans	Mary Fulford	Jeanette Harvey
Shabnam Sangha	Christopher Wall	Jean Willets	
- 3. Minutes of Previous Meeting** Were amended to show apologies from Janet Hall.
- 4. Matters Arising**
 - Continued discussion re the need to have a Doctor's letter when applying to renew driving licence post 70 *refer to meeting part 2*
 - Continuing concern about release of Doctors' appointment availability *refer to meeting part 2*
 - Charlotte responded to request for update on accessibility - a new contract for interpreters is currently being developed with ICB (Integrated Care Board)
Surgery wheelchairs are going to be serviced /repaired next week
- 5. Evaluation of Split Meeting format**

Generally positive; works well with a small group, judgement reserved until a larger group has attended

Perhaps two 45-minute sessions could be explored
- 6. Notification of AOB for Part B**
 - Complaints Procedure
 - Use of text messages to confirm appointments
 - Car parking
 - Booking-in screens
 - Surgery Signs
 - Appointment availability

Practice staff joined the meeting

7. Surgery up-date

3 new student GPs have joined the practice; Lorraine explained their working practices
Lauren Smith now works at the Broadway Practice, Carly Sutton will replace her. Frankee Gould was introduced as a new Locality Manager.

The surgery is due for a Contract Monitoring visit in the near future.

A new practice nurse has been appointed.

The way patients who miss their appointment was discussed; some patients are being removed from the list. Warning letters seem to be acting as a deterrent.

Andrew Wood suggested that patients who DNA should receive a text message asking why they did not attend. Lorraine said she would take this idea to the next management meeting.

Current list is 22,038 patients

8. 2025 Patient Survey

This is the new name for the PRG Survey. Stock questions are set by the Surgery to enable comparison of data across whole Umbrella group. The PRG can add up to 5 questions to the Survey.

9. Any Other Business

- Some patients had reported to volunteers that they were unhappy with the way their complaints had been dealt with. Management to remind staff of the importance of following the Complaints Procedure.
- The confirmation of appointments by text does not seem to be consistent. Andrew Wood has spoken to the ICB, who provide the software, and they state that it can be done automatically by using a tick box. Charlotte explained that this is not an automatic feature of the system and is time consuming if done manually by staff.
- After a patient had a particularly long consultation and incurred a parking fine, it was felt that more could be done to make patients aware that parking times can be extended if needed.
- Patients are experiencing difficulties when trying to use the booking-in screens if they arrive early or late; the tolerances for timings are built into the system. The way information about an appointment is displayed is also set, this is causing some confusion with patients waiting in the wrong area and then being up to 5 minutes late for the clinician. This is an area of concern.
- There is a lack of 'Way Out' signs as patients exit stairwells and corridors.
- There is continued concern about the way doctor availability (appointment times) is released to Reception (and Call Centre) staff. Today, there were no routine Doctor appointments left in September and October appointments were not on the system. The meeting was informed that these were uploaded once a month and that Greg Bloom is responsible for releasing them for Locality Staff to put them onto the system. Lorraine Stewart was asked to convey these concerns to Greg.
- The Surgery has had no guidance from DVLA about letters for post 70 driving licence renewal. Currently the cost of such a letter is £40.

10. Survey It was decided by consensus that the questions to be added to the survey would cover

- Handling of complaints
- Use of check-in screens
- The information provided by signs in the surgery

Chair and Vice Chair to provide questions to the Surgery as a matter of urgency.

Date of next meeting Thursday 13 November at 10.30am