

Minutes of the Patient Participation Group Meeting held on

Date: 21st May 2025

Mansfield Community Hospital Seminar Room 2

Face to face Meeting

In attendance: Rebecca Tate, Rachael Street, Michael Humphreys, John Roughton, Elizabeth Roughton, Hilda Wallace, Carol Flowers, Alan Flowers.

Apologies: Laurence Littler, Linda Chapman.

Minutes of the last meeting:

Rebecca welcomed everyone to the meeting and asked if everyone had chance to read the minutes of the last meeting, and if they are true to record, everyone agreed.

Actions arising from meeting:

- Rachael to do a rota for PPG members for open day. -COMPLETED
- Rachael to get tombola tickets. -COMPLETED

Practice update.

Rebecca started by announcing Dr Freeman is due to retire on the 26th June 2025 we are all wishing him a happy and well-deserved retirement and to thank him for his continued support to the PPG group over the years.

Rebecca then went on to inform the group that Dr Asif, salaried GP has taken the difficult decision to leave the practice mid-July. She feels she is ready to be a Partner in a practice and unfortunately the practice feels they do not want to expand the Partnership further. Dr Asif will now take up a Partnership position at Sandy Lane Surgery in Mansfield. We are really pleased and feel she will make an excellent Partner.

The surgery has placed adverts out to cover these hours, Rebecca explained that it would be nice to have someone that has been with us before and knows our ways of working, for now we will have to see what interest we have and back fill these hours with locums.

The group then spoke about the NHS reviews, Rebecca explained that some of these are not great, and these are all followed up, as a result of this we are always

trying to look at our appointments and how we can do better.

Hilda did ask if we could close our books, Rebecca explained the process to the group and said this was not possible at this time, Rebecca went on to explain that patient numbers fluctuate between 19,200-19,400 over the past few years and it would not be possible to close our list size as the list size hadn't grown substantially of the past few years to warrant taking this to NHS England, it also wasn't as easy as practices opening and closing the list when the wish. It has to go through stringent panels which currently this wouldn't be warranted.

Rebecca went on to explain that over the next few weeks the partners and staff were going to discuss how we may work differently in the near future with regard to appointments and having to go down the route of opening our digital methods of making appointments for longer in accordance with the NHS contract guidelines. This would mean our online services would have to be open within our core hours.

We had given some thought whether we use the AccuRx system that we currently use and expand this to total triage in which a clinician would read through the messages and field priority messages working alongside a non-clinical person to make the appointments once it had been triaged and grade these as to how soon the patient would be seen and who seen by. The group did ask about patients that was unable to use technology which was a valid point. Rebecca and Rachael explained that patients would still be able to phone the reception team, and they would be able to put the form in on their behalf.

The group asked if this would reduce the call queue for the 8am rush. Rachael explained that, yes in the long run this will help the surgery a lot, especially at the 8am rush, Rebecca said at this stage there were lots of things to discuss and work out and is very much in the first stages, and as soon as we know anymore, we will keep the group updated.

Alan said that again he had some great feedback on the new telephone system and website and how user friendly it is.

Rachael updated the group with the balance in the PPG account as asked for in the previous meeting, now we have an up-to-date statement from the bank we have £983.21 Rachael said it may be nice to gather a few ideas on ways the group wanted to use this money.

Considering that there is £300 still to show in the account from Mr Pullman's donation which will be used for a help purchase a new ECG machine for the practice in his name.

Rachael mentioned about the open day on the 28th June

There are 10 available stallholders that will be attending. Posters are ready to go up around the surgery, website and social media, and we are also sending texts to target patients to try and increase attendance this year.

Rachael suggested about doing a tombola to raise funds that was mentioned in the last meeting and asked if people still wanted to do this?

Everyone agreed, Rachael did ask if everyone would be able to help coordinate this

with gathering prizes, Rachael suggested if anyone had anything if they could drop them into the surgery. Rachael offered to get the raffle tickets for this. Rachael said she would do a small rota for the PPG members for the open day and send this out by email.

Rebecca went on to the vote for a new Chairman, Vice Chairman, Treasurer, Secretary

Rebecca explained one only person that had put themselves forward for Chairman - Michael H. Rebecca asked who was in favour, all members raised their hands in agreement for Michael H.

Rebecca then moved on to Vice Chairman explaining no one had yet put there name forward for this position and asked if anyone wanted to, no one acknowledged. Rebecca suggested if anyone had a change of mind to please email Rachael as we ideally needed a Vice Chairman.

Rebecca then moved on to the Treasurer explaining John R had put him self forward via email and with Michael H now being Chairman that the Chairman is normally one as one of the treasurers also, Rebecca then asked if anyone else were interested, Carol F placed her name forward also.

Rebecca asked who was in favour of John R, Michael H, Carol F all members raised their hands in agreement.

Rebecca then moved on to Secretary explaining no one had yet put their name forward for this position and asked if anyone wanted to, no one acknowledged. Again Rebecca suggested if anyone had a change of mind to please email Rachael.

Rebecca thanked everyone for attending.

NEXT TIME & DATE OF MEETING – 23rd July 2025 11am – 12pm