

Minutes of the Patient Participation Group Meeting held on

Date: 23rd July 2025

Mansfield Community Hospital Seminar Room 2

Face to face Meeting

In attendance: Michael Humphreys, Alan Flowers, Carol Flowers, Elizabeth Roughton, John Roughton, Jean Hinds, Hilda Wallace, Scott Steele, Maureen, Page.

Apologies:

Minutes of the last meeting:

Michael 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.

Introductions

Introductions were made around the table, as we had two new members.

Actions arising from meeting:

- Rachael to ask management if it possible for her to become secretary for the PPG group.

Updates and Roles

Michael updated the new members on the previous meeting, during which a new Chairman and Treasurer were appointed.

He then asked if anyone would like to take on the Vice Chairman role. Alan volunteered, and Michael asked for a show of hands. All members raised their hands in agreement, confirming Alan as Vice Chairman.

Michael then asked if anyone wished to take on the Secretary role. No members volunteered. Michael proposed that Rachael could be elected as Secretary. Rachael explained that, as a staff member rather than a patient, she was unsure if this was permitted, but she would continue to take the meeting minutes in the meantime. Michael asked Rachael to check with management whether this arrangement would be acceptable.

Open Day Feedback

The group expressed how pleased they were with the recent Open Day and agreed it was a great success.

Tombola Suggestions

Members discussed the tombola and noted that prizes ran out quite quickly, despite having a large number available.

Suggestions for improvement included:

- Adding more non-winning tickets to extend the game duration.
- Offering two tickets for £1 to help raise more funds, as the prizes were of high quality and people would likely be happy to pay a little more.

Rachael requested that for the next event, the group assist more with organising the tombola, as it had been a lot of work for her to manage alone.

Practice update.

Rachael explained that the team is continuing to work closely with Dr Dodd on the Total Triage model. A visit has been arranged to a surgery in Worksop that has been using the Total Triage system for the past 2–3 years. The visit is scheduled for 24th July (tomorrow) and will provide an opportunity to see the system in action and ask any questions about how it could work for our practice and patients.

The group asked questions about how the new system would work for patients who don't have online access. Rachael explained that the reception team would be able to complete the triage form on behalf of patients, either over the phone or in person, and these patients would be triaged in the same way as those submitting online.

The group responded positively to the planned changes, saying they felt this approach would help reduce the 8 a.m. rush for appointments and allow for better use of available slots, ultimately giving patients improved access to appointments.

Rachael explained that four new registrars will be joining the practice in August: Dr Adejumo, Dr Akinloye, Dr Sheikh, and Dr Hesketh. In addition, two current registrars, Dr Lim and Dr Ellebody, will be staying with the practice. This means there will be a total of six registrars with us until December, which will significantly increase appointment availability for patients.

Rachael handed out the 2025 GP Patient Survey results, and the group discussed each aspect in detail. The group felt that the results were not a true reflection of the practice, as only 117 surveys were returned out of 361 sent out. Considering the practice has around 19,200 patients, members felt that such a small sample size was not representative — and that, in many cases, people who respond to surveys tend to do so when they have negative feedback to share.

The group agreed that the introduction of the Total Triage system, the new telephone system, and the new website should have a positive impact on next year's survey results. They also commented that if improvements aren't reflected in future results, it would be difficult to see how the practice could do any more, as staff are always striving to provide the best possible care for both patients and colleagues. The group concluded by saying that the practice should be very proud of the work being done.

Michael thanked everyone for attending.

NEXT TIME & DATE OF MEETING – 24th September 2025