

Minutes of the Patient Participation Group Meeting held on

Date: 22nd October 2025

Mansfield Community Hospital Seminar Room 2

Face to face Meeting

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

Apologies: Linda Chapman, Maureen Page, Scott Steele.

Minutes of the last meeting:

Michael welcomed all to the meeting, Re-introductions were made.

Michael 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 follow up with Rebecca regarding the status of the bank account and provide an update at the next meeting. -COMPLETED
- Rebecca to continue progressing the bank account changes with the bank. - IN PROGRESS
- PPG Members to send any agenda items for the next meeting to Rachael.
- Michael to begin planning the schedule for recurring events, winter campaigns, patient surveys, and CQC preparation across future meetings.
- Rachael and John to work together on drafting a revised, more positive patient survey.
- Rachael to confirm and begin planning the open day for Saturday 7th March. - Will start after Christmas
- Rachael to discuss with Rebecca whether complaints figures can be shared with the PPG and report back at the next meeting.

John raised a query regarding the bank account and asked when this would be resolved with the new treasurers. Rachael explained that Rebecca had been in contact with the bank and that the matter was currently with her. She confirmed she would follow this up and provide an update at the next meeting. John expressed that if the issue was not resolved soon, he would no longer wish to continue as treasurer.

Rachael informed the group that from December two new registrars would be joining Dr Talha, who had previously been with the practice as an ST1, and Dr Barton. She confirmed that the practice would also be retaining Dr Lim, Dr Hesketh and Dr Akinloye, resulting in a total of five registrars between December and March.

The group was pleased to hear that the practice had welcomed a new salaried GP, Dr Ahmendali, who began last week. He is settling in well and has already become a positive presence within the practice.

Rachael reported that the total triage system, launched on 17th September, had gone well despite the significant amount of work involved. She highlighted the excellent teamwork between reception staff and doctors, who worked side by side in the board room during the first week to familiarise themselves with the system and resolve any issues quickly. On the first day alone, the practice received 383 requests, and while numbers are expected to remain high for the next few months, they should decrease once winter pressures ease and patients become more accustomed to the new process. Initial feedback from both staff and patients has been very positive.

The PPG group shared very encouraging feedback about the total triage system from their own experiences and from comments within their families. Alan and Carol described how their brother, who is typically resistant to changes, required a blood test and was surprised by how smooth the process was, receiving confirmation within an hour that his request had been processed, and an appointment could be booked. Michael also noted that a family member had a similarly positive experience. All members agreed that they had heard only good reports so far. Carol additionally recounted witnessing a receptionist at a pharmacy kindly assisting a patient who was unable to complete the online form, offering to complete it on his behalf. Although the patient initially declined, the receptionist reassured him warmly, and Carol felt this demonstrated the professionalism and compassion of the surgery's staff.

Michael then discussed plans for future meetings and invited members to share any items they wished to add to the next agenda so these could be prepared in advance. He also suggested beginning to map recurring events and activities — such as winter campaigns, patient surveys, and CQC visits — across the coming year to support long-term planning.

Rachael raised the possibility of revising the in-house patient survey to include more positive questions, noting that the current questionnaire tends to invite negative responses. The group agreed with this assessment. Rachael shared some draft questions, and John offered to assist in creating a new survey for the practice.

Rachael reported that she and Rebecca had reviewed possible dates for the next open day and proposed Saturday 7th March as the most suitable option. The PPG group confirmed they were happy with this date.

John asked whether it would be possible for the PPG group to receive complaints figures. Rachael said she didn't think this would be an issue, but she would need to check with Rebecca and would provide an update at the next meeting.

NEXT TIME & DATE OF MEETING – 26th November 2026.