

## **Mortimer Practice Patient Participation Group (PPG)**

Thursday 24th September 2025 6-7 pm and Kingsland Surgery

**Apologies:** Kate Best (Orleton)

**Present:** Sue Plant (Chair), Christine Moore, Diane Lee (Secretary), Ruth Davies, Jano Rochefort, Rosie Stanford, Ann O'Brien, Pauline Hammond, Jennie Caswell, Simon Davies, Fiona Harper (Practice Manager)

### **1. Matters Arising**

- a. We would like to welcome Jennie Caswell from Letton and Simon Davies from Richards Castle to the PPG. Also thank Gilly for all her contribution over the years she will be missed.
- b. Minutes of last meeting 3rd July accepted as correct
- c. Letter to Friends thanking them for funding for 3 iPad to enable training for Total Triage implementation signed by Sue as Chair and sent.
- d. Total Triage Training update. Fiona explained the 3 training sessions were reasonably well attended and some positive feedback. Probable engagement meetings to be arranged in 6 months

### **2. Business**

- a. Sue presented a small gift and card to Fiona and Alison from the PPG to thank them for all the work they have put in implementing the Total Triage System which will go live on 1st October 2025
- b. Appointment of deputy Chair Christine proposed by Fiona Jano seconded. Christine agreed.
- c. Appointment Statistics- From 03 July to the 24 Sept we have had 321 Did not Attends. This is published on the digital boards. This is equivalent **53 ½ hours** of clinic time wasted. This would be almost 7 days of surgery time gone. The surgery booked almost 9000 appointments during this time.
- d. PPG Constitution is now several years out of date and needs to be revamped. This will be presented to the next PPG meeting in January 2025. Points which will be included are as follows;
  - i. Dr Corbett will remain as the GP liaison but will not attend the PPG meetings unless asked to by the group. Fiona will liaise with her on any Practice issues that need to be addressed following PPG meeting
  - ii. If a member does not attend 3 consecutive meetings they will be asked to step down. Unless they have exceptional circumstances for their

absence and have informed either the Chair or Deputy Chair in the Chair's absence

- iii. In the Winter months the meetings may be via TEAMS
- iv. The meetings will be 1 hour duration 5-6pm or 6-7pm depending on peoples circumstances
- v. It was agreed each PPG member will have a dedicated email address rather than using their own personal one. These will be actioned when the new Constitution is implemented
- vi. The Constitution will include ' It is important to state that a PPG is not set up or authorised to deal with individual complaints'
- vii. All PPG members will be asked to sign a Confidentiality form.

### **3. Practice News**

- a. Dr Verity Jones (Oloro) will be leaving the Practice in mid November 25.
- b. Dr Calum Bartlett has now retired, but you may see him in the odd clinic as a locum.
- c. Mrs Jackie Hodnett will be retiring on September 30th after 34 years with the Practice.
- d. Dr Hemson is back and will be increasing her hours.
- e. The Practice has 5 Locums working various shifts to support absences.

### **Questions from Patients**

1. Is Leintwardine surgery closing?

Answer: There is no plan to close any of the Surgeries.

2. Why when I'm booking my clinics and GP appointments am I being asked to go to Kingsland surgery yet I'm a five minute walk from Leintwardine and when I get to Kingsland there's three GPs on duty? Why can't one be on duty at Leintwardine?

Answer: There may not be an appointment available at Leintwardine with the GP who is placed there on the day that was requested, so an alternative would have been offered. The Mortimer Medical Practice is one Practice and you can be offered an appointment at any surgery of course you can choose and we will accommodate where possible. We have many reasons why there were 2 or more GPs in Kingsland. We have a retaining GP who is supposed to be with their supervisor, we also have a GP registrar again placed with their supervisors. And the duty GP always sits at Kingsland. There should always be at least 1 GP at Leintwardine however we do have nurses, healthcare, diabetes, respiratory, wellbeing and minor surgery clinics that run from Leintwardine all vital for patient care, so there is not always the real estate to house more than 1 GP.

3. When will the out of hours medical box be running please?

Answer: We do not have a date yet. We are continuing to work on securing funding for this project. Unfortunately, the cost of the groundworks has been much higher than anticipated, and we are unable to meet that expense at this time. To make the space accessible, it would need to be placed under a cover or canopy, and a significant amount of the surrounding bushes would also need to be removed. We have explored local charities and grant opportunities, but so far have not been successful.

4. I received my COVID flu letter yesterday 23/9 but it's dated the 8th August! New appointment system letter is also dated 8th August but no good as all the workshops have now taken place.

Answer: We are very sorry that you received the letter later than we had planned. Since 8th August, we have been sharing information through social media, local shops, and prescription bags to spread the word as widely as possible. Including it in the recent flu letter was intended as another way to reach people, though this has unfortunately meant some patients received it after the original scheduled dates.

If you have any concerns, please don't hesitate to let us know, we will do everything we can to support you. I hope the letter has given you the information you need.

You can also find guidance on our website: the 'Anima' submit box is located at the top of the page, and a link is available below it explaining how to raise a request. If you do not have digital access, please contact reception either by phone or in person at the surgery, and the team will complete the request on your behalf.

We are also installing iPads in each surgery so that patients can come in and use them if they prefer, with staff on hand to support.

Finally, we kindly ask that those who are able to use Anima online do so, which helps keep the phone lines free for patients who need to contact us in other ways.

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**4. AOB**

- a. Total Triage will start Wednesday 1st October 8-6.30pm Monday to Friday . After hours patients to ring 111
- b. Total Practice Population now stands at 8900 patients
- c. Several PPG members have agreed to help with the Flu/Covid Clinics Christine & Jennie Leintwardine Pauline, Ruth ? Diane Kingsland

Meeting concluded at 7pm

5. **Next meeting:** Wednesday 21st January 2026 5-6pm  
Venue to be arranged nearer the time.