

MINUTES OF THE LTHCC PATIENT PARTICIPATION GROUP (PPG) MEETING
18th September 2025

Present: PS (Chair), RB, SS, MD, JB, HK, SH

Apologies: JC, ED, JH, SW

Abbreviations Key	
PLT	Protected Learning Time – Practice closes once a month on a Wednesday afternoon for learning/training.
PPG	Patient Participation Group - a group of people who are patients of the surgery and want to help it work as well as it can for patients, doctors and staff.
GPA	General Practice Alliance - https://www.northantsgpalliance.com/services/
ARRS	Additional Roles Reimbursement Scheme - The scheme has two key goals: to support the recruitment of 26,000 additional staff, and to reduce the health inequalities that arise due to workforce shortages in general practices.
SPLW	Social Prescribing Link Worker - Social prescribing is a service designed to support people with a wide range of social, emotional, or practical needs with the focus on improving mental health and physical well-being.

1. Welcome

Peter opened the meeting at 4:00 pm. PPG members were welcomed and the agenda for the meeting was reviewed.

2. Previous Minutes

The minutes from the previous meeting were reviewed and accepted as a true and accurate record.

3. Matters Arising

- It was noted that currently only PPG members receive the meeting minutes. Moving forward, minutes will also be shared with the Partners to keep them informed, allow discussion during Partner meetings, and provide input on future agendas.

4. PPG Membership

- PS approached a patient in the waiting room to encourage participation in the PPG. The group discussed the ongoing need to recruit new members and acknowledged the challenges involved.
- It was agreed that a promotional leaflet should be created to raise awareness of the PPG.

5. Good News Items

Patient Experience Feedback:

- PPG member shared a positive recent experience. After reporting feeling unwell, they were advised to check their blood pressure at home and share the results. They were then seen in the practice within 45 minutes, received an ECG, and was prescribed medication promptly. Patient felt this swift response may have prevented a stroke.
- PPG Member2 reported their own recent positive experience. After experiencing leg weakness, he was seen promptly by Dr. Devi Srinivasan. A referral for an X-ray was made and is scheduled for next week.

Friends & Family Feedback:

- General feedback remains positive.
- Fewer complaints are being received about telephone queues.
- Some concerns have been raised regarding the new Rapid Health system. These are being monitored.

6. Standing Items

Staffing Updates:

The practice is currently short-staffed due to resignations and sickness.

- 167 applications have been received for reception roles. Due to staff shortages, it's been challenging to shortlist candidates.
- Six interviews have been conducted. Of three, offers were made. One was accepted and two declined. Additional interviews are scheduled for tomorrow.
- Dr. Osamuyi Igbinadolor joined the practice on 1st September.
- Dr. Pari will be leaving at the end of September due to relocation to London.

7. Any Other Business

Rapid Health Triage:

- PPG Member3 shared a friend's experience: As a housebound patient, he struggled to use the Rapid Health system and had to call in afterwards.
- Action: SH to investigate accessibility of the system for housebound patients and explore options for requesting home visits.

Feedback Encouragement:

- SH asked PPG members to encourage patients to respond to the Friends & Family Test or email their positive feedback to the practice.

8. Date of Next Meeting

To be confirmed.