

# LISTER MEDICAL CENTRE


## Friends of Lister - PPG

### Minutes

Monday 11.8.2025

3.15pm

Item	Item for discussion
1	<p><b>In attendance:</b> <b>Lister Medical Centre:</b> Marian Orafu (New Practice Business Manager) and Amanda Dymock (Operations Manager) Aroosha Gul- New ST2 doctor starting her year rotation with us.</p> <p><b>PPG Members</b></p> <p><b>Apologies:</b> Dr Fernades on annual leave</p>
2.	<p><b>Review of previous minutes.</b></p> <p><b>Welcome to Ola who has joined the group this month.</b> <b>Marian Thanked the group for their flexibility in moving the meeting date</b></p>
3.	<p><b>Practice Updates</b> <b>Practice vacancies:</b> We currently are enlarging our team to include</p> <ul style="list-style-type: none"><li>• 3 new receptionists to bolster the current group – 2 are joining the team next week.</li><li>• 1 additional medical secretary</li><li>• 1 additional Emergency care practitioner</li><li>• 1 additional Health care assistant</li></ul> <p>So far, we have had good numbers applying for these positions and they will then be interviewed by panel to recruit the best candidates.</p> <p><b>Upcoming NHS changes</b> The NHS contract is changing from 1<sup>st</sup> October 2025, where all surgeries are required to keep their triage systems open the whole working day for routine appointments. We have been reviewing our current processes and systems to look at how we can commit to these requirements. We have been working with several providers, to see which will best assist the triage process using AI technology and allowing a “rag” rated system to be in place where this would allow us to deal with all urgent requests first and then come back to routine requests later. We aim to make these changes gradually from 1<sup>st</sup> September to allow us to “iron out” any teething issues prior to the official launch.</p> <p><b>Patient comms i.e. website.</b></p>

	<p>With the changes coming we want to be as open as we can with all patients and so will ensure the practice website is updated to show what's going on and why.</p> <p>We also plan to have the different teams listed and the types of conditions they can assist with, as not all problems require a GP, and the triage doctor may assign a patient to another clinician who is best placed to help with their problem.</p> <p>We also use local services e.g. Opticians and Chemist to assist with patients needs as per NHS directives.</p>
4.	<p><b>Patient feedback</b></p> <p><b>Common trends from patient complaints</b></p> <p>Marian went through the attached slides to detail the volume of complaints we have received since we started at the practice and the trends we have seen.</p> <p>All complaints are reviewed and responded to within a 30 window.</p> <p>Although we are aware we have responded to 88% within the first 14 days.</p> <p>We also use the detail from this feedback from patients to look into our processes and see if there are ways to avoid them happening again in future.</p>  <p>Complaints Update - Aug 2025.pptx</p>
5.	<p><b>Any other business</b></p> <ul style="list-style-type: none"> <li>• Peter asked for the patient newsletter to be added to the next meeting agenda as he would like to go through this in some detail- requested 15 mins</li> <li>• Marian requested we move the meeting day to a Thursday, group happy with this but asked if PM meeting was possible as many had groups they attended during the morning.</li> </ul>
6	<p><b>Date &amp; Time of next Meeting</b></p> <p><b>Thursday 11<sup>th</sup> September 2025 at ? TBC</b></p>