

Saxon Cross Surgery : Patient Participation Group

Minutes of meeting

Date: 13/08/25

Next Meeting: October

Business discussed:

1. Staffing developments: 2 reception staff are leaving the practice, with one receptionist leaving at the end of August, and one receptionist leaving at the end of September. Keely is working with PICS to begin advertising the role. A receptionist also left in March, who has not yet been replaced. There are currently 5 part-time GP's working at the practice, and 5 part-time nurses.
2. Mike and Helen O'Neil's retirement: Mike and Helen O'Neil have now left the practice, as of the 31st March. This was the first PPG meeting since Mike and Helen left. The day-to-day running of the practice is managed by Keely, the practice manager, Arka, the lead GP, and Liz, the lead nurse. PICS oversee the practice. There are several other GP practices overseen by PICS. Arka meets the medical director of PICS daily, and Keely attends finance meetings with PICS.
3. Telephone calls and appointments: Keely will be meeting with an IT expert from the PCN to look at new ways of organising the phone lines. The current system involves individuals calling reception, and being added to a queue. In the order of the queue, a receptionist will call back each individual to address their need. The new system will involve a doctor calling the patient back directly, so the patient can then be triaged by one of the practice's GP's. This will require some changes to the doctor's rotas. Currently, appointments to see a GP cannot be booked online, although the practice would like to change this. A new system may involve submitting an online form, from which individuals can be triaged by a doctor. It is currently taking between 4 and 5 weeks for patients to receive a routine GP appointment, which is much higher than pre-pandemic waiting times.
4. Flu and COVID-19 vaccinations: COVID-19 and Flu vaccinations will be given from the start of October. The practice will continue to offer both vaccinations together. This will include individuals over the age of 75. Children between 2 - 3 years old can receive their flu vaccine at the practice.
5. Changing Chair: Tess, the current Chair of the PPG, is stepping down from the role. Tess will be leaving to University in September. There is currently no member confirmed to replace Tess in the role. Yvonne has applied to become the Chair of an outside meeting, but is willing to Chair the PPG if she does not become Chair of the other meeting.