

PATIENT PARTICIPATION GROUP MEETING

11.11.2025

Present:

Dr Khan, Dr Appanna, Ruth Pitman, Wendy Baker, Olu, Sharon Colville, Valerie Anson, Ross Maden, John Stevens, Paul Witts

Introduction of Olu, Cohen's pharmacist

Olu has received feedback that things are better at Cohens. Staff are continuing to be trained. Currently have 3 pharmacists and receiving another locum pharmacist.

Still offering Pharmacy First which includes weight loss, blood pressure and contraception. Looking to do smoking cessation.

RM enquired about how any conflict is resolved between the pharmacists and GPs. Olu confirmed that they only prescribe medication issued by the GPs. Olu mainly issues antibiotics. Have a fail-safe in place, always check records and inform GPs when issuing.

Home Visits

BA informed that going forward, home visits will be carried out by senior nurses. BA requested feedback and was enquiring whether patients' expectations would be for a GP to visit.

RM feels patients should only receive home visits if they are unwell. BA explained visits are for housebound patients. There are three nurses who can visit and feedback any concerns to GPs.

KK explained that nurses are usually good socially and seeing if for example OT or physio is required. If it is something complicated it can be referred to the GP. Nurses can help take the burden off the GPs making the process more efficient.

RM queried if home visits take place the same day they are requested. If urgent they can be seen by a nurse.

It was felt that not all patients realised home visits still existed are very grateful to have this service they would be very happy with a senior nurse visiting.

Staffing:

- Dr Havard a new GP started on 01.09.2025. He has received a lot of positive feedback from both staff and patients.

- Eunice Ogada who is from Ascenti is covering physio for Lucy Barross while she is on maternity leave. She is settling in well.
- We have a foundation year student, Dr Ashan Siddiqui with us on placement until November. His trainer is Dr Appanna.
- Nurse Kellie Fisher who specialises in diabetes has returned after maternity leave. She has been out of general practice for almost a year and will be carrying out some training.
- Raman and Amo, two of our clinical pharmacists have successfully completed their prescribing courses and will be able to prescribe in the new year.
- Chloe Jones from the prescription team will be returning from maternity leave in January and joining the admin team.
- Libby Mapp who was employed on a temporary contract to cover Chloe's maternity leave, will be remaining on the prescription team.

Friends and family feedback:

We scored over 86% "very likely" from August to October when patients were asked how likely they were to recommend us.

GP patient survey:

Over 83% was the response for our service being "very good".

DNA Information:

354 less DNAs compared to Jan – Oct last year. RM requested costings. This means in 2024 DNAs for this period cost the NHS £14,868 more than in the same period for 2025.

Flu & Covid Campaign:

To date we have given 1143 covid vaccines and 2585 flu vaccines to patients. We are continuing to offer vaccinations to eligible patients. We ran a Saturday covid clinic on 08.11.2025 and there will be more during the week.

RM mentioned a lot of people are unhappy that the government guidelines have changed and they are not able to get the vaccine. He asked how many people haven't had the vaccine.

KK mentioned the focus is more on flu plus a significant number of people have turned against vaccines. WB said the take up has been less as less people have been eligible. Patients have received 3 invites from the surgery plus invites from NHS England.

Date of next meeting:

10th February 2026 at 1.30pm