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## TIAMP PATIENT PARTICIPATION GROUP

THURSDAY 4<sup>th</sup> September 2025

13:00 TO 14:00

Online meeting

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### Apologies received

Peter Adkins  
David Cowan  
Cathy Martin  
John Patrick

### Absent

Joanne Monk  
John Gaffney  
Alan Fitzpatrick

### Attendees

Pearl Morris  
Dr Brook  
Jill Griffin  
Keith Davies  
Jonathan Ashcroft

### Minutes of meeting

- 1 Review of last minutes (Pearl)
  - a. Appointment system to be reviewed (item 3)
  - b. Appointment data to be reviewed (item 3)
  - c. SW Group minutes
    - i. note their discussion regarding 10yr plan (Dr B highlighted that there are ongoing discussions and significant uncertainty at present)
    - ii. note Warwickshire wide stance on weight loss injections
  - d. Arden PCN meeting notes
  - e. Discussed advertising the PPG Newsletter on local facebook groups
    - i. Confirmed no intent to have a PPG or Practice Facebook page
    - ii. Discussed turning off comments
  
- 2 Newsletter – July edition feedback & October edition content (Pearl)
  - a. Thanks expressed to Pearl for her work on the newsletter
  - b. No additional feedback received re the newsletter
  - c. Next edition due to go out in October

- 3 Review of Graphs (Dr Brook)
  - a. Changes made at a Practice level
    - i. Use of Wallboard/phone monitoring by staff to try and match staffing levels/activity with patient demand in real time
    - ii. Ongoing review of individual examples of poor service/problems
  - b. Changes coming – Dr B outlined changes coming soon. Sadly we have little by way of certainty – this is not for want of trying. If announcements/information dissemination is required, thanks to the PPG for being willing to try and help with this.
  - c. Appendix 1 and 2 – discussed, overall there is much to be positive about. Average wait times remain good. However, individual poor experience is recognised. We will continue to seek to address these.
  
- 4 Patient DNA (do not attend) number rising (Dr Brook)
  - a. In August 2025 Nurse = 43, HCA = 24, Dr = 4  
Dr B highlighted that this is still pretty good compared to others, however, an increase is concerning. This can perhaps be included in the next Newsletter.
  
- 5 Next Meeting date 4<sup>th</sup> December 2025 – face to face at the surgery, 13:00
  
- 6 AOB
  - a. The road just outside the surgery is suffering a bit with wear and tear. The PPG highlighted that this can be reported on Fixmystreet – thanks to all for reporting.

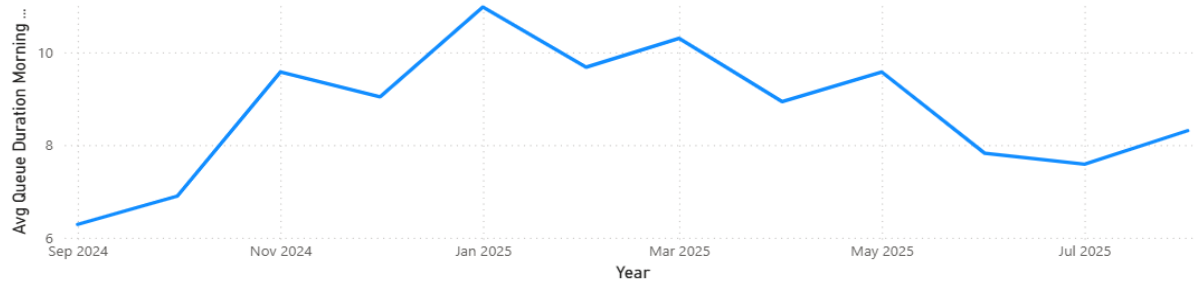
# Appendix 1

Start Time

02/09/2024 29/08/2025



### Avg Queue Duration Morning Rush (mins) by Year and Month

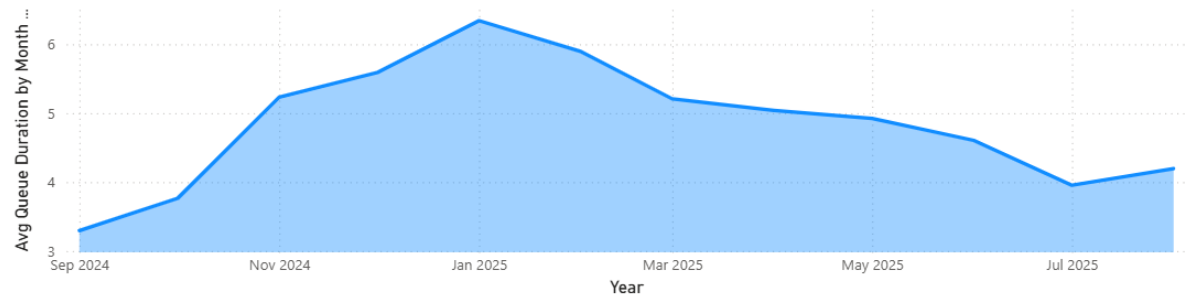


Start Time

02/09/2024 29/08/2025



### Avg Queue Duration by Month (mins) by Year and Month

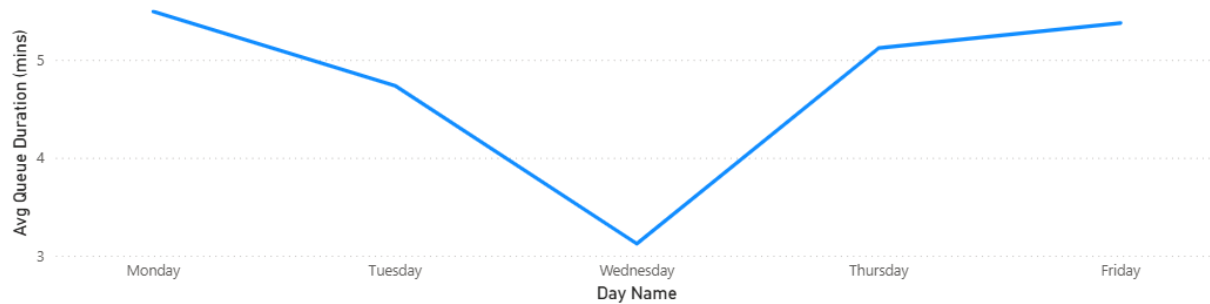


Start Time

02/09/2024 29/08/2025



### Avg Queue Duration (mins) by Day Name



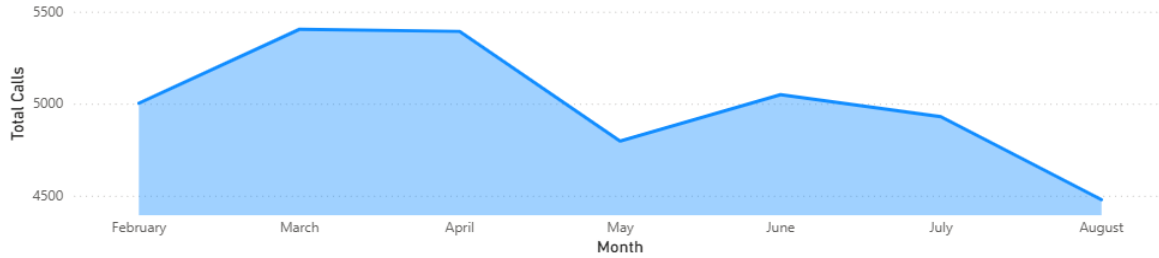
## Appendix 2

Start Time

01/02/2025 29/08/2025



### Total Calls by Month

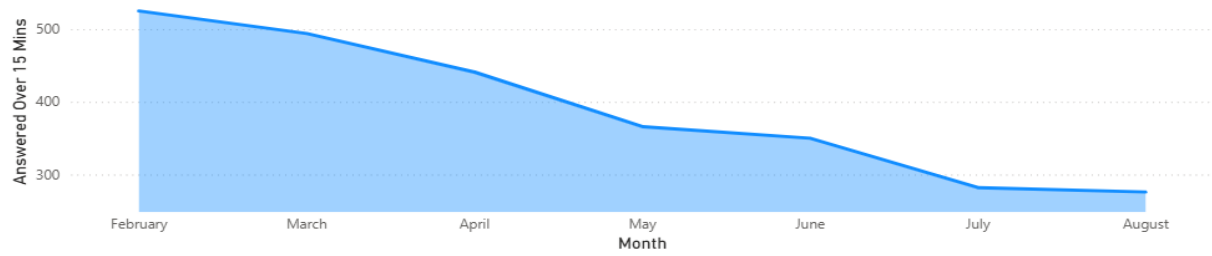


Start Time

01/02/2025 29/08/2025



### Answered Over 15 Mins by Month

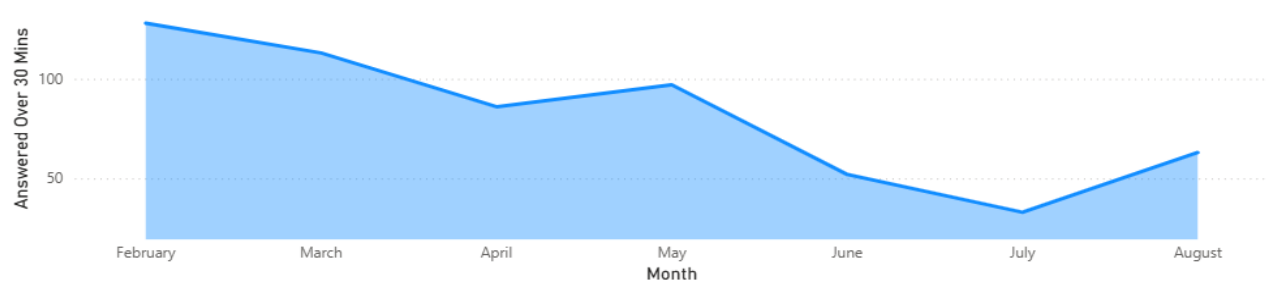


Start Time

01/02/2025 29/08/2025



### Answered Over 30 Mins by Month



Start Time

01/06/2025 29/08/2025



Prescription Avg Queue Duration (mins) by Day Name

