
TIAMP PATIENT PARTICIPATION GROUP

THURSDAY 5th MARCH 2026

Apologies received

Attendees: Peter Adkins, Jonathan Ashcroft, Dr Brook (minutes), David Cowan, Keith Davies, John Gaffney, Pearl Morris (Chair), John Patrick

Apologies: Jill Griffin, Cathy Martin

- 1 Review of minutes (Pearl)
 - a. DNA rate discussed
 - b. Could we consider appointment reminder SMS (Dr Brook to discuss with team)
 - c. Computer screen in surgery currently not working – is being checked/hopefully fixed soon
- 2 Dr Green Retirement (Dr Brook)
 - a. Thanks to Dr G for his service over the years we wish him all the very best for his retirement
- 3 Review of Graph (appendix 1) (Dr Brook)
 - a. Improvement of January 12 months ago in wait times particularly during the ‘morning rush’
 - b. Phone line remains busier than we’d hoped
 - c. Continued variance in busyness through the week – it is hoped that this will be somewhat flattened by the new system
- 4 Review of online appointment booking (Jonathan)
 - a. Dr Brook discussed the current process
 - b. Note at present the online consultation states we will read the consultation within 2 working days, note this is now out of date (Dr B to update)
- 5 Repeat Prescription Requests (Jonathan)
 - a. Pearl has d/w Claire – no specific problems reported, noting there is some flexibility in this as required for those who need
- 6 Surgery Opening Hours (John Gaffney)
 - a. Consider advertising ringing the bell between 1pm and 2pm, check sign in place (Dr B to check)
 - b. Dr B to confirm Dispensary opening/closing times
- 7 PCN/SWPEG Updates (Pearl)
 - a. Pearl briefly summarised recent meetings, note Neighbourhood discussions ongoing
 - b. Highlighted minutes and information are circulated by Pearl – all encouraged to review and discuss with those in the community
- 8 Training for NHS App and TIAMP Website – Pearl
 - a. Pearl discussed the ‘digital champions’ service
If more are interested then we may be able to offer this service but at present we haven’t had enough interest (1 patient)
- 9 Leaflets in surgery – Pearl
 - a. The Practice has asked if the PPG can take a role in reviewing/requesting/updating leaflets in the Practice

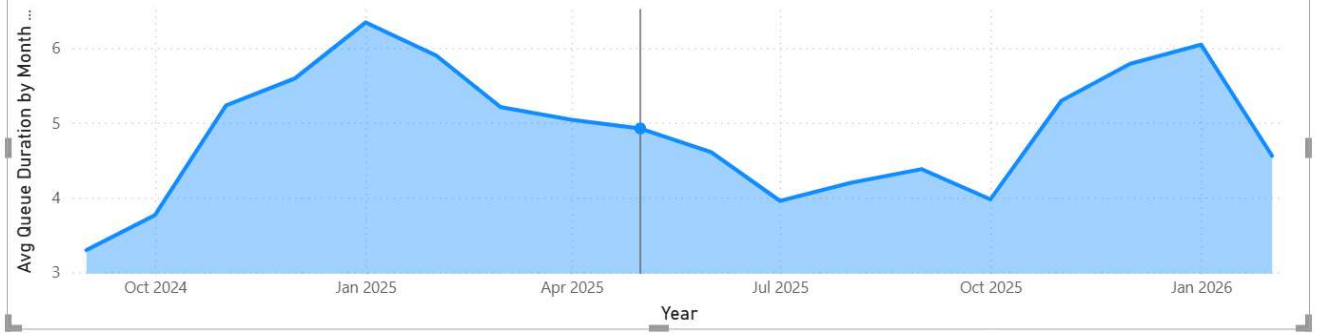
- b. Pearl has asked for volunteers from the PPG – please let Pearl know (Jonathan Ashcroft, Keith Davies have offered to be involved in this)
- 10 Newsletter – January edition feedback & April edition content (Pearl)
- a. 28 subscribers at present
 - b. Thanks to Pearl for her ongoing work
 - c. Suggestion made that we could include a summary of current leaflets/request for input
 - d. Suggestion made to include DNA's and appointment access information again
- 11 Next Meeting date Thursday 11th June 2026 (Online)
- 12 AOB
- a. It was raised that old and infirm visitors have had difficulty navigating the opening and closing of the main surgery doors. A solution would be to consider automatic doors. Dr Brook will discuss if anything can be done in the short term or whether this need be dealt with through ongoing negotiations with the landlord.
 - b. Thanks expressed on behalf of the PPG by John (P) to Pearl for her ongoing work as chair.

Appendix 1

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



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



Avg Queue Duration by Month (mins) by Day Name

