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## TIAMP PATIENT PARTICIPATION GROUP

THURSDAY 11<sup>th</sup> JUNE 2026

13:00 TO 14:00

### Apologies received

Cathy Martin, John Patrick, Jill Griffin

### Attendees

Pearl Morris, Dr Brook, John Gaffney, Peter Adkins, Keith Davies, Jonathan Ashcroft, David Cowan

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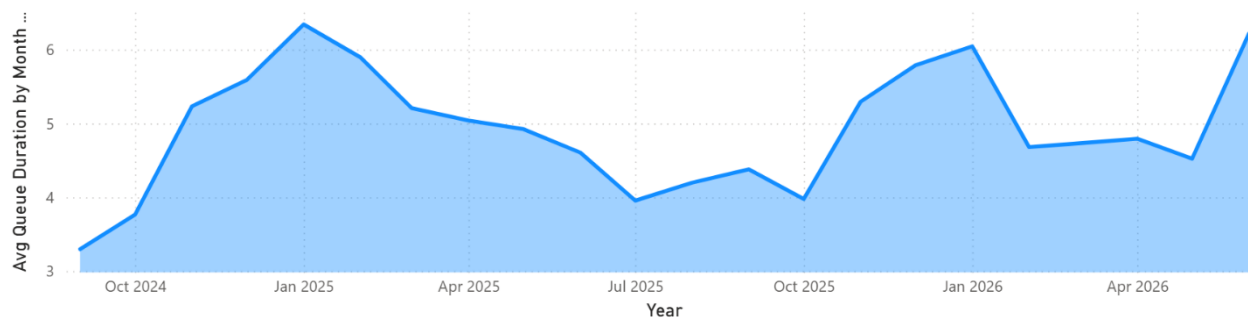
- 1 Review of last minutes (Pearl)
  - a. DNA rate and appointment reminder – sms reminders are back ‘on’ following re-mapping of the appointment slots. We hope this will improve DNA rates.
  - b. TV screen downstairs – Dr Brook to follow-up on when/if/how this is being used. Pearl expressed that this could be used to share the newsletter and advertise for additional members for the PPG.
- 2 Review of Graphs - document included below (Dr Brook)
  - a. Noting increase in demand in general – most recently this looks to be an ~30% increase in average phone wait (although the overall average wait time remains around 10mins). It’s difficult to know at present whether this is a sustained increase in demand or not. It seems likely that it is and therefore the appointment system will need to change/adapt accordingly. See item 3 with regards Amanda’s employment.
  - b. Recognition of diversity of patients needing to contact the surgery – internet access/confidence, preference of phoning etc. Striving to maintain patient equity in accessing the surgery is part of the ongoing conversation regarding the appointment system.
  - c. ARRS funding for GP – this is currently used to employ Dr Sutherland and there is an advert out for his replacement when he moves on to Canada at the end of August. Funding continuance is a challenge. There are ongoing discussions in the PCN and at Practice level with regards to this.
- 3 Updates (Dr Brook)
  - a. Claire is due to be off for a period of time. We wish her the very best. During this time the Practice are employing Amanda who is an experienced Practice Manager who now provides a ‘consultancy’ service. She will be with us 2 days a week from next week. We hope that during her time with us we will be able to make the most of her experience in reviewing the appointment system and other processes within the Practice.
- 4 PCN/SWPEG Updates (Pearl)
  - a. In house Mental Health worker – currently not available. Dr Brook outlined the local referral pathway to talkingtherapies ([www.talkingtherapies.covwarkpt.nhs.uk](http://www.talkingtherapies.covwarkpt.nhs.uk)). It was also noted that in a Mental Health crisis support can be received by dialling 111.
  - b. Phlebotomy – our surgery currently only has a morning collection (approx. lunch time). The Practice continue to liaise and try to develop this.

- c. Note Warwick hospital phlebotomy is an appointment only service. Pearl highlighted that if patients have a disabled badge this must be registered on their system. Once registered this eases the process for the individual.
  - d. There is a planned in-depth exploration into the activity of the PPG and what can be done to support/improve this at a PCN/SWPEG level. (Pearl)
  - e. VASA community transport service – Pearl highlighted this service which provides hospital transport, it is run by volunteer drivers.
  - f. PPG newsletter –
    - i. Data protection.  
 Pearl has been involved in recent discussions re data protection and the newsletter distribution list. Pearl currently holds patients name and email address in a password protected folder. It was questioned as to whether she therefore needs to be named in the Practice Privacy Policy. Dr Brook discussed that as this is outside of the Practice it may be that the Practice policy is not applicable. Dr Brook and Pearl to continue to explore this.
- 5 GP Net-0 Study (Pearl)
- a. This is a couple of years old now. They encourage surgeries to engage in environmentally friendly services/processes.
  - b. Here at TIAMP we are limited to some extent as the building is leased. We do have food recycling.
- 6 Leaflets in surgery – (Pearl)
- a. Thanks to Pearl, Jonathan and Keith in agreeing to take this on.
  - b. Possibility of some being added to the computer screen if we can have this working consistently. (See item 1b.)
  - c. Ongoing challenges for this team in trying to access leaflets. Pearl has spoken with the current PCN social prescriber to explore other avenues.
- 7 PPG Resignation – (Pearl)
- a. Cathy Martin – thanks to Cathy for her time and work on the PPG.
  - b. Pearl expressed the need for more people to join the PPG. This will be included in the newsletter.
- 8 Potholes at entrance to surgery - (Pearl)
- a. These seem worse than ever! Pearl has reported it again on 'fix my street'. We await their response. Jonathan reported it as well during the meeting.
- 9 Newsletter – April edition feedback & July edition content (Pearl)
- a. Thanks to Jonathan, Peter and Pearl for the post-box drop last month.
  - b. Perhaps 2-3 requests for the newsletter have come in.
  - c. Jonathan discussed ongoing challenges with trying to engage the patient group despite trying – delivery, presence in the surgery, offer of IT support. This appears to be an ongoing challenge.
  - d. Pearl is sharing experience from Lapworth Surgery with regards other ways of reaching out to the patient group.
  - e. Next Newsletter likely to go out early/mid August – request for information to be sent to Pearl in advance for this.
- 10 Next Meeting date Thursday 10<sup>th</sup> September 2026 (in Surgery)
- 11 AOB
- a. Meds optimisation campaign run by the ICB – briefly discussed.

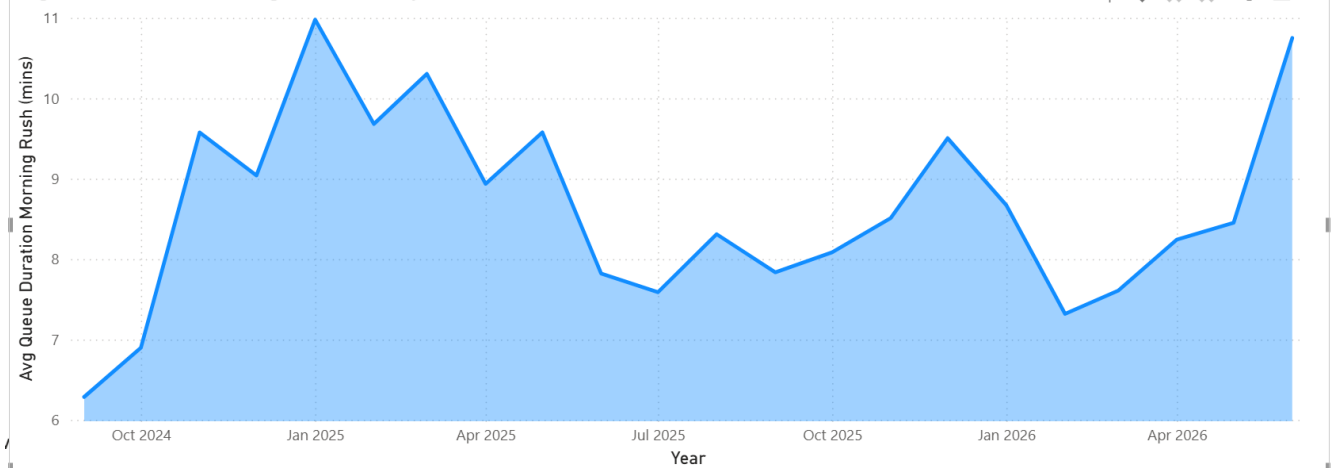
- b. Hospital waiting lists – One member recently had a referral to Warwick, they experienced an excellent service. Is it possible for immediate waiting list times to be shared. Dr Brook outlined that information that is available on eRS with regards waiting times, however the accuracy of this is questionable in reality. We reflected that sometimes the NHS is really good (!) and it's important to remember this (without overlooking deficiencies/challenges).
- c. David asked if anything had progressed regarding the heaviness of the doors to the surgery. Dr Brook explained that the building is leased and that there are ongoing discussions with regards renewal of the lease. During this renewal we hope that there will be opportunity to update the building. Part of this will include the entrance door

## GRAPHS

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



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



Avg Queue Duration by Month (mins) by Day Name

