TIAMP PATIENT PARTICIPATION GROUP

QUARTERLY AGENDA

THURSDAY 1st OCTOBER 2026 (IN SURGERY)

13:00 TO 14:00

Apologies received - John Patrick

Attendees - Pearl Morris, Dr Brook, Jill Griffin (on Teams), Peter Adkins, David Cowan, Jonathan Ashcroft, Keith Davies, Jackie Cockrell, Leanne Ainsworth (Teams)

Resignation - John Gaffney

1. Introductions from Jackie & Leanne our new PPG members
   a. Welcome to Jackie and Leanne
2. Review of last Minutes (Pearl)
   a. Dr Brook and PPG members confirmed SMS reminders are back on.
   b. Discussed flu-jabs – challenges with patients booking appointments and therefore attending local pharmacies instead. Clinics are now being added and as of today there is availability in the next couple of weeks.
   c. TV in the reception area is currently off most of the time. Pearl to liaise with Claire re this.
   d. GP ARRS funding – GP advert currently live, interviews in the next few weeks.
   e. Phlebotomy/blood collection – Pearl has been exploring, ongoing discussions. Domiciliary blood test discussions continue.
   f. Thanks to the PPG for forwarding a request for pot-hole fixing – this has been done. We understand there is a 'permanent fix' planned by the council.
   g. The Practice continues to engage with the landlord with regards discussion around the lease.
3. Flu Jab Appointments (Pearl) – the PPG will try to encourage patients to book and attend their booked appointments / let the surgery know if they can't attend.
4. What measures are used to assess 'performance' of the surgery, if not telephone response (Jonathan)
   a. Dr outlined the role of GPAD, Friends and Family Survey, QOF

b. Pearl has circulated the national survey data and comments made by the PPG
    i. Concerns we raised that the surgery didn't compare very well with regards the phone line. This is one of the reasons for the new appointment system and therefore hopefully will improve on future reflection
    ii. It was raised that part of the role of the PPG is to discuss feedback from the Friends and Family survey and National Survey Data. Pearl circulates the national data. Dr Brook to gather the Friends and Family data to be shared anonymously with the PPG group/lessons learnt from this at future meetings.

5 New Appointment System update (Dr Brook)
a. Discussed new appointment process aiming to improve equity across the patient group and seeking to ensure "right patient right place" so as to maximise the efficient use of the services offered at the surgery.

6 What big changes have been made by interim Practice Manager (Jonathan)
a. Amanda is an experienced Practice Manager who now provides support to Practices when needed. She also conducts 'mock CQC visits' to enable the Practice to prepare for potential future CQC inspections.
b. Business manager (Ben) has now left the practice. We are currently reviewing the current leadership team to then define the role required, to work alongside Claire.
c. Discussion surrounding communication – currently a number of challenges here. Now that patients are using the Website for booking appointments this is likely a more useful resource for sharing information. Could important messages – such as the importance of attending appointments when booked etc – be added to the website/triage form? This sounds like a good idea. The challenge is identifying the messages that need sharing.

7 Leaflets in Surgery update from Jonathan/Keith/Pearl and input from PPG
a. Thanks to Pearl, Keith and Jonathan for keeping the leaflets up to date in the surgery. It is much tidier and more appealing.

8 PPG Questionnaire (Pearl)
a. This will be circulated to Practice staff and the PPG in due course.

9 Updates from SWPEG/Arden PCN – Pearl
a. No update re Neighbourhoods although we are expecting communication regarding this following planned future meetings.

10 Newsletter feedback (All)
a. Thanks to Pearl for her ongoing work. We continue to try and encourage patient engagement with this.

11 Next Meeting Thursday 10th December in Surgery

12 AOB (All)

a. It would be good to identify messages we can try and get out to the patient group following this meeting.
    i. DNA rate remains high. Please attend booked appointments or let the Practice know if you can't attend.
    ii. Please provide as much information as you can on the triage forms.
    iii. Please send in your triage form as early in the day as possible to enable the GP to action it in the most appropriate way.