Meeting Title:	Patient Participation Group	**Date:**	Thursday 5th November 2026
Venue:	Room 12	**Time:**	13.00-14.00
Attendees	**Chair:** Keleigh Atkin (KA) **Minutes:** Amy Birch **External:** N/A **Apologies: A**R, RR, RJ **PPG Members:** PS, DW, PH, JH, BW, JW		

ITEM	MINUTES	ACTION	LEAD	TIME
1.	**Introductions**	Information	KA	13.00
2.	**Practice News** • **Reception** o No changes – Fully staffed since Feb 26 • **Admin Team** o No changes • **Management Team** o Melissa (Operations Manager) has returned on phased return, reduced hours o Shannon (Reception team) has been appointed additional hours within Management Team – Wed PM • **Nursing Team** o Student nurse on placement until Dec 26 o New student nurse arriving Jan 27 o Sam (Healthcare Assistant) will return after maternity leave Jan 27 – Reduced hours (1 day per week) o Advert to be shared to cover shortfall in HCA hours • **GP Team** o Dr Namu Syatwinda (f) – appointed as Salaried GP 6 sessions per week (Mon/Tue/Fri) o GP Locum Dr Biswas (m) continuing for 2 x sessions per week (Wed/Thu AM) to cover Dr Reynolds maternity leave o GP Partner Dr Greenyer – 6-month sabbatical Oct 26-Apr 27	Discussion/ Information	KA	13:00

- GP Locum Dr Pari (f) - covering 2 sessions per week to cover Dr Greenyer sabbatical
- GP Partner Dr Patel covering remaining 2 session for Dr Greenyer
- Dr Shihadeh completed GP trainee placement
- 3 x GP trainees arriving in Dec for 12 month placements

- **Additional Roles**
  - No changes

- **Flu clinic and Covid**
  - Over 65s – 128 left (1000 ordered)
  - Under 65s – 198 left (1000 ordered)
  - Covid – 0 left (350 ordered)
  - Nasal – 51 left (Approx 130 ordered)

- **Premises update**
  - iPad for reception (patients to complete triage forms) being installed this month
  - Premises extension business case still ongoing

- **Prescriptions**
  - No longer accepting prescriptions via Email – Streamlining process.
    Accepting via NHS App, website, paper form

- **Sit and Wait Blood Clinic**
  - Aim to deliver twice weekly (Tue and Wed)
  - Pilot until end of December
  - Average 45-55 patients seen per clinic (previously less than 25 in usual clinic)
  - Average wait time 20-30 minutes
  - Reduced wait time for routine blood test from 8 weeks to 2-4 weeks

- **Patients**
  - AccuRx Smart Triage – Assists GPs with gaining more information from patients about their reported concerns
  - Patient feedback
    Suggested breaking down negative feedback to group by theme
    DNAs – summarise to group by appointment type
  - Telephone calls - Have not reduced since introduction of online Total Triage
    Suggested audit to look into themes of calls
  - CQC – Add to next PPG agenda
    Examples of Good and Outstanding

- **Practice statistics**
  - **October 2026**

	Appointments – 5402 Correspondence – 8557 Blood tests completed – 657 Referrals processed – 358 Telephone calls answered – 3547 DNA - 131			
3.	**Patient Question Time -** an opportunity for patients to raise any questions to the practice team. • PPG Network Meeting - Patients without access to IT/No mobile phone/Housebound – Confirmed practice would complete over the phone - Put together PPG member experience form to distribute between members • PPG happy to provide input into practice extension plan • Grange Road bus stop not likely to happen • Gain confirmation that the Marlene Reid centre still offers a transport service	Discussion	PPG Members	13:30
4.	**Any other business**	Discussion	KA	13:45
5.	**Date and time of next meeting** Thursday 21st January 2027 1-2pm Hugglescote Surgery	Decision	KA	14:00