**Leckhampton Surgery Patient Participation Group Meeting**

**Wednesday August 13, 2025**

**Minutes:**

**Attendees:** Judith, Helen, Katie, Joy, June, Mike and Veronica

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| 1. **Welcome and Apologies**   Apologies – Nigel, Ian and Susan  Welcome - Judith welcomed Helen to the group and the meeting |
| **2. Minutes of the meeting May 14 2025** were accepted. |
| **3. Matters arising**  a)Letter to the GPs about consistent days – regretfully Judith has not written this yet but will do after this meeting |
| **4. Update from the Practice**  a)Katie has been appointed as Practice Manager - congratulations were given. An assistant Operations Officer, Reuben has been appointed to assist Katie. He has digital skills!  Katie’s clinical post is no longer, her former respiratory role is being undertaken by the GPs and Pharmacy team  b) The team - is busy, there is sickness within the team so they are short staffed.  c) Funding – has been secured for one of the rooms on the first floor is being converted into a computer hub, this will be particularly useful for the Pharmacy team  d) The phone system has changed and there is now a call back feature. It is hoped that this will help in the morning rush. The new system offers more information about calls, this is useful to the team.  e) Dr Hiskens has left the practice and will be replaced by Dr Leech who will start at the beginning of September. |
| **5. Patient survey 2025**  The results of the Patient survey were discussed. Noted it only is sent out to 282 patients. All recognized that the big problem with the surgery is the lack of ease of contact with the Practice – 24% - national average is 53%. This is an ongoing problem. There is some hope that the new telephone system will help and more people accessing appointments via the App. The issue of the number of GPs on duty was also discussed and whether if the duty GP was taken away from triaging phone calls and given a patient session this would help.  All recognized that when patients see a doctor the experience is positive and more or less in line with the national average.  All the members of the PPG have experience of neighbours and friends complaining about how hard it is to get an appointment. It is a hot topic of conversation. The PPG would like to see this turned around to a positive experience.  **Action – Judith to include the problem with getting an appointment in the letter to the Practice. Katie to provide a 2024 2025 PPT comparison** |
| **6. Our big plan**  This item was not discussed. |
| **7. Using SMS**  Mike raised two issues with SMS messages  (i)   SMS calls for review – An SMS was received asking for a 7 day BP and annual blood test in spite of doing the BP 6 months ago and having m annual bloods done in April. He wanted to know if someone in the practice checks the notes and coordinates reviews prior to sending recall SMS? The answer seemed to be No!  (ii)    Who pays for SMS messaging – Answer ICB. Mike pointed out that wasted messages still cost the NHS. |

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| **8. NHS App drop ins September - December**  It was agreed to continue with the drop in sessions. Judith will send a doodle poll out. The PPG requested a poster to be available on the first Wednesday that can be displayed in the waiting room indicating that PPG members are present and willing to help.  **Action – Judith to send out a doodle poll.** |
| **9. Get U better**  Judith has had a conversation with Jenny Wheeler-Bland from GetUBetter which owns a digital self-management app to support for all common muscle, bone and joint conditions and injuries. Get UBetter is in partnership with NHS. Judith has downloaded it and used it and found it helpful. It is something that the PPG could also help people with at the NHS App drop in sessions. The Gloucestershire team’s funding will come to an end shortly but they are hoping that funding will be renewed.  **Action – Judith to ascertain whether funding has been renewed.** |
| **10. Membership of the group**  The group is under represented by younger people. It would be good if a poster could be displayed in the waiting room seeking new younger members. Katie will ask Reuben if he could make one.  **Action – Katie to ask Reuben to design a poster.** |
| **11.Any other business**  The issue of filing of hospital and other letters in to the patient notes such that the patient can read them via Sys online was raised. There appears to be a long delay! Katie confirmed most hospital letters arrive electronically and get “filed” in the notes, but are not visible to patient until the doctor reads them and takes whatever action is required. This could be quite a long time. |
| **12. Date of next meeting**  Wednesday November 19, 2025 |