

Leckhampton Surgery Patient Participation Group Meeting

Minutes of meeting Wednesday November 19, 2025

Attendees: Judith, Helen, Katie, Joy, June, Mike, Veronica, Nigel, Ian, Paula

1. Welcome and Apologies

Judith welcomed everyone to the meeting.
Apologies - none

2. Meeting etiquette

Judith reminded everyone of the PPG Terms of reference ground rules for meetings. It is hoped that by adhering to the ground rules the PPG can get through business in a more timely way.

3. Minutes of the meeting August 13, 2025 were accepted.

4. Matters arising

- **Update on get you better** – unfortunately funding for Get you Better was not renewed, Joy recommended an App and Katie was encouraged to find out if there were any similar to Get you Better available
- **Poster to recruit younger members to the group** – this has not been done, but Katie will action it

4. Update from the Practice

- a) The lead secretary has left and a new lead has been appointed who has already introduced new practices e.g. new practices for document processing which ensure that uploading is much faster with a 24 hour turnaround time, referrals are actioned within 24 hours, staff morale is much better
- c) Reception staff are now in the Admin team
- d) Dr Rebecca Leach started as a GP in September and two new GPs and one GP assistant have been recruited and will start in January
- e) The Assistant Operations Officer has left the Practice
- f) The requirement for a named doctor for each patient no longer applies. Questions were asked about Dr Hisken's patients. Agreed that a text will be sent to Dr Hisken's patients once the new GPs have settled into their posts
- g) A full time pharmacy technician has been recruited
- h) Website – PPG requested that information on all the GPs in particular is on the website. Katie is aware that the website needs an overhaul.

5. Update on 1st October directive from DHSC regarding access to appointments

This is related to equity of access for all patients. Leckhampton has been deemed compliant with this directive. Tweaks will be made, more information will become available on the front page of the website.

Katie reported that a working group will introduce a new clinical access model. This will be bought by the Practice. It will link to the NHS App. It is hoped it will go live in January.

The use of AI in digital access model for triage was discussed. Its use could be useful in freeing staff to do other work. Its use is being explored.

6. The PPG response to the letter from Dr Hall and Dr Hay

It was agreed that as work was taking place regarding access to the GPs no reply would be sent to Drs Hall and Hay. The PPG will monitor progress

7. To set a date and discuss topics for the 2026 Annual meeting

A Digital overall theme was agreed.

Topics to be included –

Use of the NHS App

The digital access model

Digital general road map

The use of digital in care for your child

Digital support for carers

The use of Apps for your health

Judith will send a poll out for voting on the three topics to be included at the meeting

The date of the meeting was agreed as Wednesday April 22nd to be held at the Surgery

8. Any other business

A question was asked about the number of patients who are in care homes who are under Leckhampton surgery – the answer was 135

9. Date of next meeting

Either Wednesday January 14 or 21st – poll to be sent out