



Patient Participation Group Meeting

Venue: Bridge Surgery

Date: Thursday 11th December 2025

Time: 16:30 – 18:00

1. Welcome and Introductions - JD opened the meeting.

- a. Attendees: Jan (JD) Chair, Val (VB) Secretary, Carole (CR) Melissa (MP), Kerry (KB), Julie (JB) and Julie (JF – Business Manager)
- b. Apologies: David (DM)
- c. JD announced that Robert (RW) has now resigned due to other commitments. JD had sent a message to thank him for his time and wish him well.

2. About the PPG

- a. The Patient Participation Group is a group of patients that come together once a quarter to discuss how we can improve access to the surgery and to ensure our patients are communicated to with changes quickly and effectively.

3. Previous actions/comments

See below.

4. Update from Practice

- a. MLW is still on adoption leave and this could continue for up to one year. JF and the team are still covering the extra duties.
- b. The new receptionist is settling in well.

A clinical coder had left but this position was filled immediately by a further (qualified) coder. This position ensures that all incoming correspondence is coded, added to the medical record and distributed as per protocol.



The rotation of foundation doctors had taken place early in December. Dr Lim and Dr Ahmad will undertake several weeks of induction into the Practice then remain for four months. GP trainee Dr Harrison has also commenced for a 4-month training position.

- c. Total Triage went live on 7th July 2025. JF updated the group Telephone lines remain busy. The Practice is now entering the busy winter season, where extra pressure is placed on appointments but seems to be coping well, with extra appointments being made available. From the 1st October, contractual requirements had changed and the Practice is obliged to remain open until 6.30pm. This requires a receptionist and a doctor to be available and therefore online contact remains open.
- d. Friends and Family response information had remained fairly positive over the last months. The forms are now being reviewed by the NHS, for more up to date information.

5. Updates from PPG members

- a. JD and DM had both tried to “attend” the online University of Derby and Burton PPG meeting in November, but had trouble actually logging in. Therefore, nothing to report from this. CR had attended the District meeting and been pleasantly surprised by the cream tea provided by way of a “thank you”.
- b. The surgery had been part of phase 2 of the Lung Screening exercise with a reasonable number of patients accepting the invitation to this. Phase 3 will commence in early 2026 for other local surgeries.
- c. A discussion took place in respect of Dementia care and guidance. It appears Tutbury Practice hold a monthly meeting for patients and carers. CR to ask at the next District meeting about how information should be delivered, i.e. should GPs be offering more guidance or advice early in diagnosis or should it really wait until a patient is seen at the Memory Clinic.



- d. A discussion took place in respect of the PPG 'Meet the Patient' sessions. JF thanked the group for those attending the various sessions throughout 2025. The members who had attended the last session had both felt unwell shortly after and wondered if masks should be worn, particularly in the winter months when colds and flu are so prevalent. A vote was taken in respect of cancelling the January and February sessions and this was unanimous. Therefore, the next session will be in March 2026.

The feedback forms were discussed and how effective they are. JF confirmed that the forms are reviewed and discussed. Positive feedback is given to the appropriate individual and any negative feedback is dealt with. It was agreed that the forms should be reviewed so that the questions are up to date and considered effective. JF to email the current form to members for suggestions.

One possible question could refer to how easy/difficult it was to make an appointment and how effective the online triage system is working.

It was agreed that more members are needed for the Group. This would help cover the monthly sessions, particularly in the summer months when individuals are on holiday. JD had engaged in conversation with a patient (prior to the meeting) who was very interested in joining the PPG. Her e-mail address will be added for future correspondence. Further recruitment is necessary and it was suggested that a link could be added to the website for anyone interested.

6. A.O.B

- a. JD is hoping to move in 2026, to be closer to her family, therefore, she will eventually resign as Chair.
- b. The next meeting to be held on 5th March, will also be the AGM. This is a different date to that included in the latest agenda.

7. Date of the next meeting: Thursday 5th March 2026 (16:30-18:00)