

Patient Participation Group Meeting Minutes

Date - 6 August 2025

Time - 17:00

Location - OBS Surgery

Present: Lucy Harbinson, Biddy Bishop, Sally Harmer, Julie Felix, Dr Hannah Mogford, Lee Hallam, Mike Allsopp, Andy French, Steve Morton

1. Welcome and Introductions

Steve M thanked everyone for attendance

2. Apologies Alison Webb

3. Minutes from Last Meeting

Agreed previous minutes

No matters arising from the last meeting

4. Practice Update (from GP/Practice Manager)

Practice update summary provided in a paper presentation shared between all present, to be forwarded to all present and apologies separately by Steve M. All OBS agenda items and information in agenda are within the shared presentation.

Lucy H referred to the ratio of the 84,563 patient appointments to the registered patient number of 9863, which was close to 10 appointments per person per 12 month period, Lee explained this covers all interventions and consultations with any health professional within the practice.

Right to choose Hannah M confirmed the RtC was available for patients with some constraints within the rules of the ICB. Julie F asked for clarification of the Use of self referred private health solutions to that of RtC solutions referred by NHS to Private health solutions. Lee H confirmed each were very separate in funding, after care and prescriptions.

Auto Scribe tools are, following trial, currently on hold awaiting NHS approval to continue. Health professionals see this as a good solution and time saving and improving efficiency. During the trial, patients were offered the opportunity to opt out but rarely did.

Infant vaccinations reminders are sent out to parents, and closely monitored by nursing staff to ensure take up is maximised.

NHS 10 year plan Lee H reported currently very high level, with little detail on delivery. As the GP contracts get renegotiated later this year, more clarity on changes to GP services may become clearer. How finances are distributed and how staffing and resourcing is deployed is still unknown. 3 main shifts are analogue to digital, hospital to community and sickness to prevention. More detail on all of these areas should be forthcoming.

GP Connect functionality by end of September 2025 are in place.

Patient Charter deadline of October 1st 2025 for publication on practise web site is in hand and will be available as dictated by NHS Contract

Did Not Attend statistics remain higher than wanted however in June dropped as the surgery are responding more vigorously to reduce the incidence of DNA.

5. Feedback from Patients

Summary breakdown of recent patient feedback showed ahead of the curve in data set, with greater response rates for the quarter April- June '25 due to modification of the questions contained within the FF&T

Key themes raised from feedback on FFT, only downward shift is the "Don't know" segment which has increased slightly. Positive recommendations for the surgery remain at average of 92%.

PPG to remain focussed on obtaining qualitative feedback from a wide group of registered patients.

6. Current Projects or Priorities

Health awareness campaigns Facebook and Instagram posts, SH remarked on scarcity of OBS posts on social media and asked for closer cooperation re posts from OBS.

FF&T forms present at reception, OBS to ensure these are offered to patients who might not be digitally aware.

"Bad news Space" discussed by Biddy B and OBS. Hannah M agreed to continue to read the emotional signals from bad news and offer to exit premises by alternative route. Due to spacial pressure no dedicated room or area available but this was seen as a compromise and is moving forward positively.

New website with the design team and will be published soon. Lee H agreed to dedicate a prominent page to PPG with contact form, independent of the OBS system to maintain patient certainty of confidentiality of comments, suggestions etc. This would deliver to OBS mail box, address to be agreed.

Polperro Surgery works complete and operational on Mondays.

Next OBS newsletter will be published end of August, agreed prominent PPG contribution in by Mid August prior to publication.

PPG and OBS Partners and Practise manager agreed to greater co-operative involvement with PPG and act as collaborative partners and critical friends. Mike A agreed to help publicise the group via Liskeard and Looe radio with a segment on air to include Liskeard Chair Penny and OBS chair. Steve M suggested a short video with Doctor to help publicise the PPG and surgery services.

7. Future Planning

Lee H agreed to add subject matter to patient text messaging promoting the PPG at least 4 times a year.

Sally H to continue with Social Media posts to encourage awareness, contact and involvement with PPG.

Opportunities to involve more patients or local groups,

Steve M confirmed contact with Pelynt YFC, St Keyne and Trewidland Group, Pelynt Parish Council, Polperro Community Council, Looe Town Council, Looe Community News, Polperro, Talland & Lansallos Parish magazine. To increase awareness of PPG, membership and demographic of members..

8. Any Other Business

Lee H suggested an interim meeting to discuss publicity and ideas to increase the profile of the PPG as collaborative partners.

Steve M thanked all present for attendance and participation which was valuable and constructive.

9. Date of Next Meeting to be agreed

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