

## **Old Bridge Surgery, Looe – PPG Meeting Minutes**

**Date: 10 November 2025, 17:00**

**Present:** Alison Webb, Biddy Bishop (part), Andy French, Lucy Harbison, Lee Hallam (Practice Manager), Dr Bruce Hughes (Partner), Stephen Morton

**Apologies received:** Sally Harmer, Julie Felix, Mike Allsopp

### **NHS Online Consultations**

Since launch (1 Oct), NHS-restricted system only allows Fit Notes, Medical Reviews, Screening, and Vaccination requests – no online medical consultations.

Service hours: 08:00–18:30 daily.

No significant change in usage since launch.

The homepage layout was discussed; clearer, friendlier guidance (e.g. Quay Lane model) suggested.

Dr Hughes confirmed the system will not expand to total or online triage due to safety concerns and agreed national workload limits (GPs already exceed safely, the 25-patient daily guideline). The proposal does not fit with demographic or business plans.

### **Appointments & Efficiency**

Appointment slots at 97% utilisation; 105 callback consultations daily.

For greater insight Practise manager, Lee shared

12 Month appointment figures up to 02/11/25

Wait Time for Appt	GP	Other Clinician
Same day	25061	3175
1 day	4422	1883
2-7 days	1813	8606
8-14 days	1301	10069
15-28 days	1469	5763
28 + days	2265	2981

DNA rates falling (120/month) due to strict enforcement.

Home and care home visits ongoing with regular continuity focussed “ward rounds” for Care Homes.

Continuity of care remains a key OBS value and strived for although not always possible.

### **Communication & Patient Experience**

Friends & Family Test feedback mostly positive; complaints managed promptly.

Emphasis on gathering “lived experience” from patients beyond surveys.

Communications for patients with cognitive, visual, or hearing needs are tailored appropriately.

Two communication issues raised: one regarding uninterpreted test results, and another about appointment reminders during patient holidays — both under review.

### **Blood Tests, Vaccinations & Social Prescribing**

In-house blood tests continue; issue remains with hospitals sending results to the surgery instead of themselves.

Flu & Covid uptake at 63%; extra clinics planned.  
Childhood and chickenpox vaccinations actively chased.  
Social prescribing continues to show strong patient benefits.

### **Digital Access & Website**

4,191 OBS patients (42%) now using the NHS App.  
Repeat prescription access online to be reviewed for simplicity.  
Clarification requested for appointment wording on website (to avoid implying general online booking which is explicit on OBS appointments web page).  
Frustration with website provider's inability to remove misleading "I have a health problem" section; members agreed more positive, transparent messaging is needed.

### **Staffing**

Surgery at full staffing, with one long-term absence and one maternity leave.  
Plans to recruit Advanced Nurse Practitioners and Paramedics in hand  
Physician Associate (PA) training continues, but not expected to become a permanent staffing model.

### **PPG Awareness**

Ideas discussed to raise awareness of the PPG's role.  
Instagram reels to include medical staff considered but may pose staff privacy concerns.  
Volunteering for Face-to-Face engagement and attendance at community meetings encouraged. Lee suggested perseverance, PPG patient participation is a struggle county wide

### **Meeting closed: 19:00**

Matters to consider for next meeting: Review website messaging, MMS messaging 4 times per year suggested and continue patient feedback initiatives.

### **Distribution: All present and members**

Mike Allsopp,  
**Biddy Bishop,**  
Susan Dingle,  
Linda Eells,  
Julie Felix,  
**Andy French,**  
**Lucy Harbinson,**  
Sally Harmer,  
Penny Hamilton,  
Michelle Hyatt,  
**Alison Webb,,**  
John Onley  
**Stephen Morton**