

PPG Old Bridge Surgery, Looe – Meeting Minutes

Date: 24 February 2026, 16:30 pre-meeting + 17:00 full meeting Please use the door further along towards the carpark as there is a closure in the practice this afternoon

Present:

Sally Harmer, Biddy Bishop, Barbara Sharples (Guest), Andy French, Julie Felix, Mike Allsopp, Lee Hallam, Dr Ian Buchannan, Steve Morton

Apologies received: Lucy Harbinson, Penny Hamilton, Alison Webb

Actions since prior meeting minutes:

Review conclusion - appointment reminders whilst on holiday: due to errors in the system, training provided.

Web site home page layout, - text alteration undertaken to with suggested reference to Quay Lane Surgery site to provide clearer friendlier guidance

Clarification of WebSite wording to avoid implying general online booking which is explicit on OBS appointments web page ... "with appointments available to pre-book up to 6 weeks in advance. Alternatively appointments are available to pre-book online." LH suggested No change required as the practise can offer appointments as suggested in the site wording

Practice: CQC report - members observations

Effective - rated Good despite a 62% mark re diagnosis of previously undiagnosed conditions, is 62% was the upper limit of "Requires Improvement" Lee explained as the data is taken as a snapshot and not an annual overview

Childhood immunisations 75-79% against national target of 90% - why so low in this area? Lee explained as the data is taken as a snapshot and not an annual overview and targets are being met or exceeded in a 12 month period.

OBS are currently running at 94%, 93% and 87% on the three segments against a 96% target, as discussed these percentages are against a very low cohort of patients.

Cervical screening *not meeting national targets -Is an improvement of these outcomes a priority for OBS now*, This was explained as the data is taken as a snapshot and not an annual overview and 12 month data shows meeting or exceeding targets

25–49-years old patients is running at 85.45% vs a target of 80%

50-64 years old patients is running at 87.13% vs a target of 80%.

We are currently running above national averages on both counts.

Is there a trial for the recently discussed non invasive Cervical screening test planned. Lee and Dr B not aware of this as an initiative in Cornwall ICB

Equity in Experiences and Outcomes -

Lee explained statement could be due to many unknown factors and the process of examination by the CQC is snapshot reliant on uninvestigated notes on patient experience.

Julie Felix - Communication of test results to patients, Lee asked for this to be discussed as a confidential matter post meeting.

Andy F also discussed the confusing and cause of anxiety of the communication of test results via Txt and NHS app by NHS hospital administration. Lee and Dr B explained the system allows NHS app updated in real time often before a Clinician has sight, multiple daily txt messages are unexplained and out of the control of OBS.

Issues with listed medication on NHS app “repeat prescriptions” Conflicting opinions regarding the prescription service were aired, some good some dubious.

Steve stated Registered patient contacted me and asked why after cancelling the appointment via the NHS app, which was brilliant, it was not possible to book a replacement jab? Lee was unclear why this was not possible and will refer to NHS app developers for explanation.

PPG:

PPG meeting at Lanlivery 10 Feb 2026 - brief report on sent separately: Useful insight into INT and the proposals for the implementation into the 10 Year Plan. Lee and Dr B were in favour of the concept however were hesitant to suggest rapid implementation as the GP/NHS contract will be key to providing financial support to achieve goals set by Dept of Health

PPG Unable to attend the past Umbrella group meeting of January 2026,

next meeting 11 March

PPG awareness

Posters - for waiting rooms. Now in place

SMS messaging – will the practise proceed with the commitment of 4 x PPG awareness messages to all registered patients in a 12 month period suggested by LH at the last meeting. The next message being sent for the March/April newsletter improved distribution subject to txt permissions

Waiting room TV messages – Existing image in place, due to tech difficulties.

Suggestions from Members and guests

Julie F stated her use of the new “biometric” equipment installed in the waiting room was useful in a recent consultation and should be communicated to patients on a wider basis. Lee confirmed the equipment is still in the early phase of implementation and is far more capable than its current programming allows.

Steve suggested a Group presentation suggestion for July 2026 Pelynt Thursday Club – to include PPG awareness, Possible Defibrillator and CPR demo – Practise cooperation confirmed.

Barbara S suggested contacting St Johns Ambulance for guidance and possible cooperation.

Barbara S suggested a message Cornwall wide as part of Cornwall Air Ambulance presentations to enhance awareness of PPG groups. Agreed

Mike A suggested a repeating radio statement on local Looe and Liskeard Radio to promote the PPG its aims and feedback on GP services.

Steve M suggested a collaboration with Looe Community School as a venue for the next meeting with students as observers with a Q&A session. Andy F contacted Sam, at LCS, Steve will arrange and notify of Date and venue

Practice report to be submitted by Lee

Staffing – Paramedic has left the practice, AP's are taking up the slack, recruiting ongoing
DR Hatley now working 3 mornings a week

News letter distribution via SMS issues – Data for non receipt (suggestion of 15% failure) this was clarified that permissions for receipt of txt messages is outdated and requires major work to ensure all parties can receive messages with some haste, (Actual figure of non receipt was approx 4500/9680) Date for next news letter March/April with PPG input

Detailed KPI info to be circulated post meeting

FF&T data:

Nov - 475 with 92% would recommend

Dec - 406 with 92% would recommend

Jan - 582 with 93% would recommend

Complaints

Since April 32 complaints have been handled,

5 have been upheld

4 have been partially upheld

Digital access – numbers currently using the NHS app, no data received

Appointments & Efficiency - daily average consultations

Total Appts 20,406

Face to Face 10,753

Booked with GP 9,003

Same day 9,307

Did Not Attend data - monthly average.since November - DNA 397

PPG AGM – Chair offer accepted to remain in position for 1 further year until February 2027 whereupon following resignation, a new chair will be required.

Any other business – None recorded

Distribution, all present + Members NIA

Susan Dingle,

Linda Eells,

Lucy Harbinson,

Penny Hamilton,

Michelle Hyatt,

Alison Webb,,

John Onley