

Patients Participation Group Minutes – Great Oakley Medical Centre

13.10.2025

Attendees

Dr Joanne Watt, Mike Garlick, Steven Arnold-Cowell, Keith Hudson, John Jones, Angela McManus

Apologies

Sheila Barr, Graham Kalko, Emmanuel Haven

Agenda

Practice Update

JW gave an update on the Total Triage process. Feedback so far is positive with about 15% of forms completed via NHS app 10% by Reception team and the rest via the website. The practice is receiving around 150/160 forms per day and the triage is completed by a person and not through AI therefore ensuring a safe timescale. The form is open for completion from 8am – 6.30pm Monday to Friday. Online access for clinical or admin requests will be closed outside these hours due to patient safety.

JW has written an update in the free local magazine Focused.

Telephone calls have reduced and around 30%/40% of requests may not require an appointment which allows staff time for other tasks as JW stated that 20% of the staff's time is spent chasing information or "untangling" information in some cases from secondary care

LTC

A power point presentation was emailed to all PPG members prior to meeting and JW gave an overview of the LTC process followed by a general discussion by the group.

The intention is for the reviews to coincide with patient's birth month which will take some time to introduce for all patients. There is no age limit for these reviews as patient safety is paramount.

Three invites will sent to patients under LTC protocols if no response then they will be assessed and a clinical decision will be made on the next course of action.

The issue of the timescale for blood test appointments was raised but JW advised that LTC bloods could be taken at the surgery

MP Visit

JW confirmed a visit by MP Lee Barron 31.10.2025 at 1pm – 2pm. Dr Watt will present on what the surgery is doing now and for the future. It is apparent that the practice has outgrown the current premises but funding has been secured to build another consulting room within the reception area next to the pharmacy and this should be completed by end of March 2026.

PPG members are welcome to attend on the 31.10.2025 but will not be an open forum.

Patient Survey

The PPG has been asked to draft a short questionnaire for patients to complete on the new online booking system Total Triage.

Action Points

JW – Review triage form with a view to possibly amend wording from one condition to multiple conditions

JW – Email MG with previous Patient Survey Questionnaire

PPG – Create a list of possible questions for Patient Survey and discuss at next meeting

Date of Next Meeting

To be confirmed