**Patient Participation Group Meeting – Wednesday 26th June 2025**

**Attendees**

Joanne Mcelwee Practice Manger – JM

Dr Palani Krishnamoorthy GP Partner – PK

Nicola Hyde Reception Supervisor – NH

PPG Members – BC

MH

TB

CF

LJ

TF

AS

**Introduction**

Attending members of the Patient Participation Group and Staff introduced themselves for the benefit of those who weren't in attendance of the last meeting or were new the group. PK has taken over the PPG group from RB.

**Minutes of the previous meeting**

The minutes of the previous meeting held on 4th November 2024 had been emailed to the attendees after the previous meeting. After a slight adjustment they had been agreed that they were true.

**Updates and Goals from previous meeting**

At the previous meeting the waiting time for ear syringing at the hospitals had been requested. NH had added these to the previous minutes but had searched that morning for updates information to inform the group. Current wait times are:-

**James Cook Hospital - 14 days**

**Friarage Hospital = 116 days**

At the previous meeting registrations had been discussed and NH presented the figures then.

The figures for May 2025 are :-

**Registrations – 42**

**Deductions - 30**

**Deaths – 11**

It was discussed at the meeting about increasing our patient numbers. JM advised the group that we were being more pro-active on Facebook. The poster was discussed again TB group member approached JM at the end of the meeting advising he would look into a poster.

At the previous meeting the PPG members had enquired if a message from the PPG could be added to the DNA text. NH informed the group that the current message contains only 204 characters. The current message says:-

**You did not attend your appointment on …. at ….. Please notify us in future if unable to attend. Each month many hours of appointments are wasted due to non-attenders.**

It would be difficult to add a message from them with so few characters to use

**Agenda items and Updates**

**Practice Staff updates**

JM informed the group that Dr Bloomfield was now on maternity leave. RB normally worked 4-days.

Dr Hannah Kenworthy is covering Monday Tuesday and Thursday and Dr Simeon Adetoro is working a Wednesday while Dr Bloomfield is on maternity leave.

Laura Carroll our Physician Associate is also on maternity leave her days are not being covered.

JM also informed the group that our current Registrars will all be leaving at the beginning of August. They will be replaced by 4 more Registrars. Two male and two female GP's. It was asked by one of the members if they work alone. PK explained that himself and Dr Cole are their mentors. That they debrief the Registrars at the end of the day but they sometimes help them when they have a patient with them. If PK or DC are on holiday one of the other GP covers the registrars

**Phone data**

JM shared with the group the previous 5-months phone data. In April we had calls from patient advising us that they had had to wait a long time for their calls to be answered. JM carried out an investigation and found the call wait had increased and that patients were not being informed of their number in the queue when it was more than 30. She contacted phone support who had shared with JM that there had been a problem with phone running system called gamma. JM also made some adjustments to the system which seem to have improved the wait times. When JM shared the phone data it did show the unusual increase in calls in April. JM also shared data of appointments with GP's, Nurse Practitoner's, Physio, HCA's.



**Better Access**

JM shared with the group information about Better Access. These are appointments that practices within our local Primary Care Network have access to with GP, Nurses, Nurse Practitioners, specialist clinics, HCA's these appointments are normally out of normal surgery hours such as weekends and evenings. We also have access for urgent appointments with GP's and Nurse Practitioners during the week on a Tuesday, Thursday and Friday. Most of these appointments are held at the Friarage with some at Great Ayton Surgery and Thursday afternoon's here at Stokesley. JM asked the group how they feel about travelling to the Friarage. The Group said they were happy to travel for urgent appointments but for something routine they would prefer to be seen here. JM did mention that although there are appointments for GP's at the weekend these are usually booked a couple of weeks in advance but she would bring this up with the PCN to look if some of the appointments could embargoed until closer to the time and then be released on a Friday.

**AI in General Practice**

JM spoke to the group about AI in General Practice. This is in the very early stages of implementation. We are looking at using AccuRx Scribe. We already use AccuRx to contact patients to make appointments such as for flu/covid clinics, asthma reviews etc by attaching a link to the text so patients can book an appointment directly. This is waiting to be signed off by the Integrated Care Board (ICB) before plans can move ahead. JM explained the process of using AI. When the patient attends for a consultation, the clinician will first ask the patient for consent to use AI they would never proceed without it. The Clinician would then verbalise the consultation for example saying out loud "taking blood pressure the reading is 128/70". The AI would then record the information and summarise the consultation. JM explained that AI would be a clinical aid and not a replacement, clinicians would check the consultations and there would be audits carried out. A discussion was held with and the group felt it was a positive clinical aid and volunteered to be guinea pigs for the clinicians to practice using AI

**Covid/Flu Autum 2025**

JM informed the group that the clinics will be held in October but pregnant ladies and children's programs will be starting in September. We will be attaching a leaflet to the text message kindly asking the patients not to request other things while they are having their immunisations.

**Name Badges**

TB group member asked if the staff could have their names badges higher up their lanyard rather than at the bottom with the ID holder which tends to be near the staff stomachs. The group discussed that all the staff members should be wearing their badges. JM and NH said they will do a spot check of all the staff members.

**Hospital Discharge Procedure**

CF group member asked if we could clarify the procedure when patients are discharged from hospital with medication changes. All discharges are read by the Admin Team and if any changes to medications they are sent through the GP's. PK explained that discharges differ from each department and sometimes there isn't sufficient information on them and they are not always accurate. JM informed the group that starting this week all discharges with any amendments to medication will now be forwarded to the Clinical Pharmacists who will deal with the amendments. JM and PK informed the group that the PCN are regularly in contact with the Local Medical Council (LMC) with any issues with secondary care such as discharge letters. A member of the group asked if there was an equivalent of a PPG at secondary care level. The group were informed there was a group but were unaware of the name. After the meeting MH emailed NH with the website address below for South Tees.

[https://www.southtees.nhs.uk/patients-visitors/patient-feedback/about-patient-experience/](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.southtees.nhs.uk%2Fpatients-visitors%2Fpatient-feedback%2Fabout-patient-experience%2F&data=05%7C02%7Cnicola.hyde2%40nhs.net%7Cbadabd2b815c4d9e6f5508ddb583fafc%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638866300627152471%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=AyRO41lVRikobNtu3pyfYt3z4Mhu4%2BRkyKKeyAnWlKc%3D&reserved=0)

**Any Other Business**

MH group member asked about pre-bookable appointments and how they roll out on the website. It was explained that the appointments online become available up to 6 weeks in advance and as every day rolls on the appointments become available. MH said there were no pre-bookable appointment at all at present. JM explained this was due to the fact that the school holidays are approaching and we have clinicians on leave so we try keep more same day appointments to deal with the daily demand. JM did inform the group that she was looking at changing how the pre-bookable appointments roll out

**Time and Date of Next Meeting**

Wednesday 1st October 2025 at 2pm