

Old Forge Surgery Patient Participation Group
Minutes
Thursday 27th August 2026
2-3pm
Old Forge Surgery

Agenda No	Item	Comments
	Attendees PPG Chair: Ian Cartwright PPG: Lucy Grieves, Donna Stephenson, Joanna Tait Practice: Jade Sanderson – Deputy Practice Manager Guest: Dr Precious Gunha (Registrar ST3) & Dr Natalie Tseu (Registrar ST3). Apologies for absence: Dr Chris Markwick, Stephanie Markwick, Margaret Dent & Richard York	
	Minutes from previous meeting / matters arising	
	Guests Dr Precious Gunha Dr Natalie Tseu	
	Practice update Community projects: • Planning regular Farming Families, liaise with UTASS regarding appropriate dates – LG would like • to support farming families with free childcare provided by Dawn til Dusk Skin Lesion Clinic planned for September.	

Practice Team update

- ARRS roles update
- Recruitment

Patient Survey update

- In-house patient survey for Q2, Q3 to be completed and shared in due course.
- National Patient Survey:

A patient survey is sent out to patients centrally on an annual basis, in addition to the in-house patient surveys that we undertake on a quarterly basis. We are very happy to share our 2026 results with you! I am delighted to report that we scored **above the national average** and **above the ICB average** in **every aspect!**

Some highlights are:

- Good overall experience with the Practice = **90%** (national average is 77%)
- Good overall experience contacting the practice = **91%** (national average is 73%)
- Easy to contact by phone = **86%** (national average is 57%)
- Easy to contact via website = **89%** (national average is 58%)
- Helpfulness of reception & admin teams = **90%** (national average is 85%)
- Patient understands next steps = **91%** (national average is 84%)
- Patient knew what the next step would be within 2 days of contacting = **98%** (national average is 93%)
- Healthcare professional had all information needed = **93%** (national average is 92%)
- Healthcare professional was good at listening = **93%** (national average is 87%)

- Good at treating with care and concern = **88%** (national average is 86%)
- Patient was involved in decisions about their care = **95%** (national average is 92%)
- Confidence & trust in the healthcare professional = **93%** (national average is 92%)
- Patient needs were met = **95%** (national average is 90%)

Further information can be found at: [GP Patient Survey](#)

Teaching & Mentor Update

- Registrars rotated to our Practice: Dr Precious Gunha (Registrar ST3) & Dr Natalie Tseu (Registrar ST3)
- Medical Students: information expected soon.

Campaign update:

- Autumn Flu & Covid Campaign in planning – practice level distribution.

Operational update:

- Medicus clinical system update.
- Practice logo: ongoing
- Practice Values, Mission: review from a PPG perspective
The PPG have reviewed our practice identity and values and agree that they are aligned with our practice's vision, priorities, and commitment to providing high-quality, patient-centered care.

Appointment Availability Data: data taken Wednesday 19th Aug.
 Next available urgent GP apt: same day 15.30
 Next 2nd urgent available GP apt: same day 15.45
 Next 3rd urgent available GP apt: next day 16.00

Next available routine GP apt: next day 14.00
Next 2nd routine available GP apt: next day 14.30
Next 3rd routine available GP apt: next day 16.00

Next available HCA/Nurse apt: same day 13.10
Next 2nd available HCA/Nurse apt: same day 13.20
Next 3rd available HCA/Nurse apt: same day 13.30

DNA in month: 42 vs 48 (- last month) spot checked a number of patients – all correct.
DNA in week: 5 vs 6 (-1) this is for all appts, at practice and otherwise, includes screening appts. Reports to be checked
Admin to call DNA'd appts within 30 mins of their appt time.

Telephony Data

July 26 data

Calls per month inbound: 2512 vs 2458 = +54
Highest volume incoming day: Monday
Highest volume incoming time: 8-9, 9-10, 1-2.
Average wait time Reception: 1 min 48 secs. Dispensary: 1min 21 secs.
Average call length Reception: 3 mins 46 secs, Dispensary: 2mins 70 secs
Calls not connected max wait time reached: 0
Calls hung up after 20 secs: 62 vs 56 prior month
Comments: short average wait time. No dropped calls. Patients are given the option of holding or choosing to keep their place in the queue. Plan: will continue to keep under review.

	<u>NHS App data</u> July 26 data 71% vs 70% patients registered for NHS App – excellent ! + 32 new registrations 5398 vs 4513 log ins 49 vs 38 appts managed via App All non clinical staff are NHS Ambassadors <u>E-consult data</u> - July 2026 unavailable at time of Agenda Patient Engagement: In-house patient survey In-house staff survey Any other business: Posters in reception front window are overwhelming and a lot of text, posters may be better placed elsewhere in the waiting area as patients may not like to stand at reception to read them as blocking the reception window. ACTION: JS to review posters. Completed: 28/08/2026. A standing item on the agenda for feedback (requested by JT), also suggested holding an open meeting at UTASS for patients to share their experiences of the surgery. Other PPG members stated this could potentially be negative and have a negative impact on staff wellbeing/morale. For clarity, should any patient wish to feedback on their experience, we welcome this and have numerous ways for them to do so already in place.	
	Date of meetings – Thursday 14th May, Thursday 27th August, Thursday 12th November 2026	