

**Old Forge Surgery Patient Participation Group**  
**Agenda**  
**Wednesday 26<sup>th</sup> November 2025**  
**2-3pm**  
**Old Forge Surgery**

<b>Agenda No</b>	<b>Item</b>	<b>Comments</b>
	<b>Attendees</b>  PPG Chair: Ian Cartwright  PPG: Nigel Mitchell, Margaret Dent, Joanna Tait, Donna Stevenson, Lucy Grieves  Practice: Dr Chris Markwick & Stephanie Markwick  Guest: R York – Community Paramedic, Amanda Raine from Teesdale Day Clubs invited  Apologies for absence: None	
	Minutes from previous meeting / matters arising	
	<b>Guests</b>  R York – Community Paramedic  <ul style="list-style-type: none"><li>- Recently returned from AL so no figures available.</li><li>- Can confirm service is busy, for example, on Monday they had 11 GP jobs and multiple Category 1s to attend to.</li><li>- Two of the three team members are currently attending further training on Clinical Assessment at Level 7 Masters level.</li><li>- GP work is priority, treat patients at home is the aim, no spike in admissions seen.</li></ul> Amanda Raine from Teesdale Day Clubs – will share information on Teesdale Lunch Clubs	

<p><b>Practice update</b></p> <p>Community projects:</p> <ul style="list-style-type: none"><li>- <u>Christmas Tree Gifts Nov/Dec 2025</u> Christmas tree located in porch. Tags detail a Christmas gift idea; people take a tag and donate the gift for the Practice to deliver to vulnerable patients in conjunction with the Community Paramedics. Donation drop off site also kindly offered at Dawn Till Dusk Nursery.</li><li>- <u>MacMillan Coffee Morning 26<sup>th</sup> September 2025</u> 'Guess The Weight of the Cake', 'wear it green' and cake sale generated £182.10 to donate to Macmillan.</li><li>- <u>Farming Families 18<sup>th</sup> November 2025</u> Walk in clinic held 9-12am on a Tuesday. A reduction of patients attending for the clinic compared to previous dates. To liaise with UTASS for next date to ensure no date clashes and to publicise.</li><li>- <u>NHS App Help Walk-in Clinic 18<sup>th</sup> November 2025</u> Walk in clinic held all day, multiple NHS App sign-ups made – successful.</li><li>- <u>Patient Pod</u> Patient Pod installed to Health Promotion room (used to be bathroom). Equipment kindly purchased via Radio Link Fund donations with great thanks and appreciation. Can be used by patients at any time, records height, weight, blood pressure pulse, BMI, smoking status, alcohol intake. Measurements link automatically and directly to your patient record in the clinical system.</li></ul> <p><b>Practice Team update</b></p> <ul style="list-style-type: none"><li>• Dr Jenkins retired from Practice October 2025; Dr Markwick since increased to full time at Practice</li></ul>	
--	--

- Dr Francesca Thompson returns to Practice from Maternity leave 20<sup>th</sup> November 2025, now in Practice, offering clinics Thursday and Fridays
- Dr Sanghera joins us from a neighboring Practice on an ongoing basis from February 2026. Dr Sanghera worked alongside Dr Luxmoore many years ago and is familiar with the Practice and demographics.

**Patient Survey update**

October 2025

Experience Rating	Count	Percentage
Very good	195	84%
Good	27	12%
Neither good nor poor	3	1%
Poor	4	2%
Very poor	2	1%
Do not know	0	0%

Comments attached.

JT queried number of non-responders – SM to review.

**ARRS roles update**

- Zena Lett joined as PCN Pharmacist and is doing wonderfully. (Replaced Mandy Gowland)

	<p><b>Teaching &amp; Mentor Update</b></p> <ul style="list-style-type: none"><li>- Dr Adejumo &amp; Dr Odo, mentored by Dr Markwick, joined August – Feb 2027 clinics up and running and able to book. Both fulltime offering clinics every day except Wednesday which is a teaching day.</li><li>- Current Medical Students recently rotated, Ben &amp; John (Year 3) &amp; Calum &amp; Thurstan (Year 4) joined clinics within practice weekly (usually attend Wednesdays &amp; Thursdays).</li><li>- Year 1 Students, awaiting allocation</li></ul> <p><b>Campaign update:</b></p> <ul style="list-style-type: none"><li>- Autumn Flu: vaccinated 1258, declined 196, District Nurses vaccinated 377.</li><li>- Covid: eligible 500, vaccinated 374,140 declined or not responded.</li></ul> <p><b>Operational update:</b></p> <p>Appointment Data October 2025</p> <p>Next available urgent GP apt: same day 14.40</p> <p>Next 2<sup>nd</sup> urgent available GP apt: same day 14:50</p> <p>Next 3<sup>rd</sup> urgent available GP apt: next day 10.30</p> <p>Next available routine GP apt: next day 10.00</p> <p>Next 2nd routine available GP apt: next day 14.15</p> <p>Next 3rd routine available GP apt: next day 14.30</p>	
--	---	--

Next available HCA/Nurse apt: same day 10.40  
Next 2<sup>nd</sup> available HCA/Nurse apt: same day 15.50  
Next 3<sup>rd</sup> available HCA/Nurse apt: next day 9.55

DNA in month: 58 vs 75 (-17 last month)

DNA in week: 9 vs 18 (-9)

**Telephony Data October 2025**

Calls per month inbound: 2393 vs 2634

Highest volume incoming day: Monday

Highest volume incoming time: 8-9, 9-10, 1-2.

Average wait time Reception: 2 mins 56 secs. Dispensary: 1 min 33 secs.

Average call length Reception: 4 mins 20 secs, Dispensary: 2mins 46 secs

Calls not connected max wait time reached: 0

Calls hung up after 20 secs: 77 vs 109 prior month (Reception: 72, Dispensary: 5)

Comments: relatively short average wait time. Plan: will continue to keep under review.

### **NHS App data – awaiting data**

Oct 25 data

56% vs 55% patients registered for NHS App – excellent

+17 new registrations

2486 vs 2672 log ins

11 vs 8 appts managed via App

All non clinical staff are NHS Ambassadors

NHS App Help Walk-in Clinic held 18<sup>th</sup> November by NHS App Ambassadors

### **E-consult data**

- Oct 25 (vs Sept – usage increased)

Visits <b>75</b>	Unique visitors <b>42</b>	Self-help visits <b>0</b>
Pharmacy self-help visits <b>0</b>	111 Visits <b>0</b>	eConsults submitted <b>46</b>
eConsults diverted to other services <b>10</b>	Attempts to save appointment** <b>34</b>	Estimated appointments saved <b>27.6</b>

	<p><b>Website data</b></p> <p>687 visits</p> <p>Reasons: order a repeat, request an appointment, request a sick note, F&amp;F</p> <p><b>Patient Engagement:</b></p> <ul style="list-style-type: none"> <li>- Practice undertakes patient surveys quarterly. September 2025 Dispensary Survey – details attached.</li> <li>- National patient survey results received and published: <a href="#">GP Patient Survey</a></li> <li>- 'Jacqui' AI telephone tool for sick notes only discussed.</li> </ul>	
	<p>Any other business:</p> <ul style="list-style-type: none"> <li>- Ian gave an update on the PRG</li> <li>- ICB costs savings discussed</li> </ul> <p>Date of meetings – set for the coming 12 months:</p>	