

Old Forge Surgery Patient Participation Group

Agenda

Wednesday 27th August 2025

4-5pm

Old Forge Surgery

Agenda No	Item	Comments
	Attendees PPG Members: Ian Cartwright (Chair), Margaret Dent Practice: Dr Chris Markwick & Jade Hetherington (Administration Manager) Guest: R York – Community Paramedic invited Apologies for absence: Stephanie Markwick – Managing Partner	
	Minutes from previous meeting / matters arising	
	Practice update Community projects: - <u>Skin Lesion Walk in Clinic 18th June 1.30-4.30pm</u> - <u>Fund raising raffle for Durham County Carers</u> - <u>Farming Families 29th July</u> - <u>Cervical Screening Walk-in Clinic 13th August 12-5pm</u>	

Practice Team update

- No changes

Patient Survey update

July 2025

Experience Rating	Count	Percentage
Very good	97	79%
Good	18	15%
Neither good nor poor	5	4%
Poor	3	2%
Very poor	0	0%
Do not know	0	0%

ARRS roles update

- Mandy Gowland: PCN Pharmacist left, replacement in onboarding

Teaching & Mentor Update

- Dr Sadia & Dr Yetunde rotation ended
- Dr Adejumo & Dr Odo joined August – Feb 2026
- Current Medical Students recently left, awaiting allocations for Year 3 & 4 students with practice (usually attend Wednesdays & Thursdays)
- Year 1 Students, awaiting allocation

	<p>Campaign update:</p> <ul style="list-style-type: none">- Awaiting details of Autumn Flu & Covid campaigns <p>Operational update:</p> <p>Appointment Data May 2025</p> <p>Next available urgent GP apt: same day 10.30</p> <p>Next 2nd urgent available GP apt: same day 14.30</p> <p>Next 3rd urgent available GP apt: next day 10.20</p> <p>Next available routine GP apt: 2 days 8.45am</p> <p>Next 2nd routine available GP apt: 2 days 9.00am</p> <p>Next 3rd routine available GP apt: 2 days 9.15</p> <p>Next available TNA/Nurse apt: same day 11.40</p> <p>Next 2nd available TNA/Nurse apt: same day 13.30</p> <p>Next 3rd available TNA/Nurse apt: same day 14.10</p> <p>DNA in month: 85 vs 53</p> <p>DNA in week: 15 vs 12</p>	
--	---	--

Telephony Data January 2025

- Calls per month inbound: 2397 vs 2373
- Highest volume incoming day: Monday
- Highest volume incoming time: 8-9, 9-10, 1-2.
- Average wait time Reception: 2 mins 11 secs. Dispensary: 1 min 90 sec.
- Average call length Reception: 4 mins 80 secs, Dispensary: 2mins 80 secs
- Calls not connected max wait time reached: 0
- Calls hung up after 20 secs: 69 vs 79 prior month (Reception: 56, Dispensary:13)
- Comments: relatively short average wait time. Plan: will continue to keep under review.

NHS App data – awaiting data

- All non clinical staff are NHS Ambassadors

E-consult data

Visits 89	Unique visitors 77	Self-help visits 7
Pharmacy self-help visits 3	111 Visits 1	eConsults submitted 41
eConsults diverted to other services 10	Attempts to save appointment** 33	Estimated appointments saved 24.6

	<p>Website data</p> <p>691 visits</p> <p>Reasons: order a repeat, request an appointment, request a sick note, F&F</p> <p>Patient Engagement:</p> <ul style="list-style-type: none"> - Practice undertakes patient surveys quarterly. - In-house patient survey carried out in March 2025 relating to Community Projects. - National patient survey results received and published: GP Patient Survey <p>Community Paramedic Update: awaiting update/attendance</p>	
	<p>Any other business:</p> <p>Date of meetings – set for the coming 12 months:</p> <p>Wednesday 26th February</p> <p>Wednesday 28th May</p> <p>Wednesday 27th August</p> <p>Wednesday 26th November</p> <p>4-5pm</p>	