

Old Forge Surgery Patient Participation Group

Agenda

Thursday 29th May 2025

4-5pm

Old Forge Surgery

Agenda No	Item	Comments
	<p>Attendees</p> <p>PPG Members: Ian Cartwright (Chair), Margaret Dent</p> <p>Practice: Dr Heather Jenkins & Jade Hetherington (Administration Manager)</p> <p>Guest: None</p> <p>Apologies for absence: Stephanie Markwick – Managing Partner, Lucy Grieves, Donna Stevenson, Nigel Mitchell, Joanna Tait, Richard York – Community Paramedic</p>	
	Minutes from previous meeting / matters arising	All agreed
	<p>Practice update</p> <p>Community projects:</p> <ul style="list-style-type: none">- <u>Head & Neck Cancer Campaign</u>- <u>Prostate Health Drop in Clinic 28th March</u> <p>Ian Cartright requested the summary of the Prostate Clinic</p> <ul style="list-style-type: none">- <u>Skin Lesion Walk in Clinic 18th June 1.30-4.30pm</u>	

- Fund raising for Durham County Carers

PPG representative may be available to select winning raffle tickets.

ACTION: JH to liase with Ian Cartright.

- Fund raising for Dementia UK

Practice Team update

- One part-time administrator left Practice

Patient Survey update

April 2025

Experience Rating	Count	Percentage
Very good	146	85%
Good	17	10%
Neither good nor poor	4	2%
Poor	2	1%
Very poor	2	1%
Do not know	0	0%

ARRS roles update

- Mandy Gowland: PCN Pharmacist resigned (leaving July)
- Chris Bradshaw: PCN Nurse Associate left
- Bev Akers: PCN Trainee Nurse Associate joined (May)
- First Contact Physio service at Richardson Hospital contract ended

Teaching & Mentor Update

- Dr Sadia & Dr Yetunde rotation to end August 2025

- Dr Adejumo & Dr Odo to join 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

Campaign update:

- Spring Covid Campaign – complete
- Mental Health First Aid training, two members of team - completed
- Domestic Violence training – two members completed

Operational update:

Appointment Data May 2025

Next available urgent GP apt: same day 10.20

Next 2nd urgent available GP apt: same day 10.40

Next 3rd urgent available GP apt: same day 11.00

Next available routine GP apt: 3 days 9am

Next 2nd routine available GP apt: 8 days 9.00

Next 3rd routine available GP apt: 8 days 9.20

Next available TNA/Nurse apt: same day 10.30

Next 2nd available TNA/Nurse apt: same day 10.40

Next 3rd available TNA/Nurse apt: next day 9.30

DNA in month: 53 vs 78

DNA in week: 12 vs 15

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 48 secs. Dispensary: 56 sec.
- Average call length Reception: 4 mins 20 secs, Dispensary: 2mins 10 secs
- Calls not connected max wait time reached: 0
- Calls hung up after 20 secs: 79 vs 80 prior month (Reception: 76, Dispensary: 3)
- Comments: relatively short average wait time. Plan: will continue to keep under review.

NHS App data

- 51% Vs 50% patients registered for NHS App
- +9 new registrations
- 1477 log ins
- 20 appts managed via App
- All non clinical staff are NHS Ambassadors

E-consult data

Visits 100	Unique visitors 75	Self-help visits 5
Pharmacy self-help visits 6	111 Visits 0	eConsults submitted 32
eConsults diverted to other services 22	Attempts to save appointment** 34	Estimated appointments saved 19.2

Website data

619 visits

	<p>Reasons: order a repeat, request an appointment, request a sick note, F&F</p> <p>Patient Engagement:</p> <p>-In-house patient survey to be carried out in March 2025 relating to Community Projects. Practice undertakes patient surveys quarterly.</p> <p>- National patient survey is run independently around June/July.</p> <p>Community Paramedic Update: awaiting update/attendance</p>	
	<p>Any other business:</p> <p>Ian Cartwright discussed NHS App notifications following a recent post by the surgery on Social Media asking for notifications to be switched on, his notifications are switched on but will get SMS messages from the surgery rather than via the NHS app. JH discussed this is currently in discussion with IT as may be due to the set up on SystmOne. To update at next PPG.</p> <p>ACTION: JH to investigate with IT.</p> <p>Date of meetings – set for the coming 12 months: Wednesday 26th February Wednesday 28th May Wednesday 27th August Wednesday 26th November 4-5pm</p>	