

Old Forge Surgery Patient Participation Group
Agenda
Thursday 14th May 2026
2-3pm
Old Forge Surgery

Agenda No	Item	Comments
	Attendees PPG Chair: Ian Cartwright PPG: Lucy Grieves Practice: Dr Chris Markwick & Stephanie Markwick Guest: R York – Community Paramedic, Rebecca Harrison & Lucy Bentely - Administrators Apologies for absence: Donna Stevenson Joanna Tait, Margaret Dent, Nigel Mitchell	
	Minutes from previous meeting / matters arising	
	Guests R York – Community Paramedic: received and attended to 159 jobs, including C1 emergencies. 31 patients admitted to hospital. Working at below average for admission rate. Discussed the increase of mental health and the impact of total triage. Rebecca Harrison & Lucy Bentley – Administrators: both introduced themselves to our PPG members, gave an overview of career history and experience with us so far! Welcome!	
	Practice update Community projects: Planning regular Farming Families, liaise with UTASS regarding appropriate dates	

Practice Team update

- ARRS roles update – First Contact CPN Anthony Cummings via TEWV is leaving end of May 26
- Recruitment: decision underway re recruitment options (ie like for like or different role).

Patient Survey update

April 2026

Experience Rating	Count	Percentage
Very good	67	86%
Good	7	9%
Neither good nor poor	2	3%
Poor	1	1%
Very poor	1	1%
Do not know	0	0%

Teaching & Mentor Update

- Registrars remain unchanged, next rotation is August 2026
- Medical Students – year 1, year 3 & year 4 students. May see patients when consent is given

Campaign update:

- Spring Covid Campaign underway 13th April – 30th June 2026 – practice level distribution.

Operational update:

	- Medicus clinical system update. Aiming for transition date mid-June. Explained SystemOne Online is now no longer supported or in use. Discussed some patients currently can use this link via our website to order medication but that this is not compatible with Medicus. Patients are able to complete the same actions via the NHS App. - Practice logo: it was shared with the PPG group that we have received several negative patient feedback regarding our logo and that we are investigating updating this collaboratively with our PPG group. We presented the PPG group with a number of new logo ideas to review and discuss together. The PPG group members gave feedback on around 8 logos, discussing specifically the color, picture and what they feel is important. The group highlighted their favorite 2 logos to take forward. SM will share these with the wider group for feedback. - Appointment Availability Data Next available urgent GP apt: same day 15.00 Next 2nd urgent available GP apt: same day 15.30 Next 3rd urgent available GP apt: next day 10.35 Next available routine GP apt: 3 days 15.15 Next 2nd routine available GP apt: 3 days 15.35 Next 3rd routine available GP apt: 3 days 15.45 Next available HCA/Nurse apt: same day 11.00 Next 2nd available HCA/Nurse apt: same day 11.20 Next 3rd available HCA/Nurse apt: same day 15.20 DNA in month: 47 vs 29 (+18 last month) DNA in week: 6 vs 9 (-3) this is for all appts, at practice and otherwise.	
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Telephony Data

April 26 data

Calls per month inbound: 2337 vs 2393 =-56

Highest volume incoming day: Monday

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

Average wait time Reception: 1 min 30 secs. Dispensary: 47 secs.

Average call length Reception: 3 mins 40 secs, Dispensary: 1mins 40 secs

Calls not connected max wait time reached: 0

Calls hung up after 20 secs: 37 vs 27 prior month (Reception: 34, Dispensary: 3)

NHS App data

April 26 data

64% vs 63% patients registered for NHS App

+ 12 new registrations

3438 vs 2826 log ins

22 vs 26 appts managed via App

All non clinical staff are NHS Ambassadors

NHS App Help Walk-in Clinic held 18th November by NHS App Ambassadors

E-consult data

- March 2026

	<table> <tr> <td>Visits 62</td><td>Unique visitors 53</td><td>Self-help visits 9</td></tr> <tr> <td>Pharmacy self-help visits 0</td><td>111 Visits 0</td><td>eConsults submitted 38</td></tr> <tr> <td>eConsults diverted to other services 14</td><td>Attempts to save appointment** 33</td><td>Estimated appointments saved 22.8</td></tr> </table> Patient Engagement: - Patient survey due July 2026 - Staff survey due June 2026	Visits 62	Unique visitors 53	Self-help visits 9	Pharmacy self-help visits 0	111 Visits 0	eConsults submitted 38	eConsults diverted to other services 14	Attempts to save appointment** 33	Estimated appointments saved 22.8	
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	Any other business: Discussed investigating holding a Gamekeeper Health Check session. Ian: Dementia - Preventing Well engagement County Durham - Urgent and Emergency Care Conversations Healthwatch information for GP practices Date of meetings – Thursday 14th May, Thursday 27th August, Thursday 12th November 2026										