

**Old Forge Surgery Patient Participation Group
Agenda
Wednesday 11th February 2026
2-3pm
Old Forge Surgery**

Agenda No	Item	Comments
	<p>Attendees</p> <p>PPG Chair: Ian Cartwright PPG: Margaret Dent, Joanna Tait, Donna Stevenson Practice: Dr Chris Markwick & Stephanie Markwick Guest: R York – Community Paramedic, Zena Latt – Practice Pharmacist Apologies for absence: Lucy Greives</p>	
	<p>Minutes from previous meeting / matters arising</p>	
	<p>Guests</p> <p>R York – Community Paramedic: Community Paramedic service completed 146 GP visits in Jan 26. Service has experienced IT issues affecting reporting and so unable to give further detail today. Discussed workload pressures relating to Deerbolt.</p> <p>Z Latt - Practice Pharmacist: Joined Practice in August 2025, works two days per week with Old Forge on a Wednesday & Thursday. Currently workload includes working through patients on Statins. Completes majority of work remotely via telephone although patients are welcome to attend face to face if they would prefer.</p>	
	<p>Practice update</p> <p>Community projects:</p> <ul style="list-style-type: none"> • Christmas Tree Gifts Dec 2025 discussed, summary and pictures attached to minutes. 	

- Planning regular Farming Families, liaise with UTASS regarding appropriate dates

Practice Team update

- ARRS roles update – Zena – pharmacist – settled in role

Patient Survey update

January 2026

Experience Rating	Count	Percentage
Very good	84	88%
Good	12	12%
Neither good nor poor	0	0%
Poor	0	0%
Very poor	0	0%
Do not know	0	0%

Comments received shared with PPG.

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 13th April – 30th June 2026 – previous structure of PCN support described, explained going forward will be practice level distribution.

Operational update:

- Clinical IT system change discussed. Discussed current clinical system of 'system1' to be decommissioned within Practice and transitioned to 'Medicus'.
- Appointment Availability Data

Next available urgent GP apt: same day 14.20

Next 2nd urgent available GP apt: same day 14:35

Next 3rd urgent available GP apt: next day 9.45

Next available routine GP apt: 4 days 11.00

Next 2nd routine available GP apt: 6 days 09.30

Next 3rd routine available GP apt: 6 days 10.30

Next available HCA/Nurse apt: same day 8.40

Next 2nd available HCA/Nurse apt: same day 9.50

Next 3rd available HCA/Nurse apt: next day 11.00

DNA in month: 29 vs 58 (-29 last month)

DNA in week: 4 vs 9 (-5) this is for all appts, at practice and otherwise.

Telephony Data Dec 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: 1 min 25 secs. Dispensary: 45 secs.
 Average call length Reception: 3 mins 10 secs, Dispensary: 1mins 42 secs
 Calls not connected max wait time reached: 0
 Calls hung up after 20 secs: 27 vs 77 prior month (Reception: 19, Dispensary: 3)

NHS App data Dec 25 data

63% vs 56% patients registered for NHS App – excellent
 +9 new registrations
 2826 vs 2486 log ins
 26 vs 11 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

- Dec 25 (vs Nov – usage decreased -28)

Visits 47	Unique visitors 38	Self-help visits 0
Pharmacy self-help visits 0	111 Visits 0	eConsults submitted 15
eConsults diverted to other services 11	Attempts to save appointment** 16	Estimated appointments saved 9.0

	<p>Patient Engagement:</p> <p>- Patient survey discussed. Friends & Family audited for three months October to December 2025.</p>	
	<p>Any other business:</p> <p>Ian: Age Uk Digital service. Hospital passports, survey on palliative care.</p> <p>Date of meetings – Thursday 14th May, Thursday 27th August, Thursday 12th November 2026</p>	