

**Minutes of Northlands Patient Participation Group (PPG)**  
**Thursday 20<sup>th</sup> November 2025, Northlands Surgery**

**Present:**

Hugh Pilcher-Clayton (Chair)	Laurie Johnson (Vice Chair)
Pat Henderson	Kevin O'Daly
Diane Gooch	Brenda Gillett
Mary Gray	Margaret Pollitt
Dennis Davies	Elizabeth Hannah
Marilyn Adams	Dr N Abel
Jo Osborn (Practice Manager)	Zara Lane (Mins)
Mel Graham	Claire Slade

**Apologies:** Lesley (Lou) Maitland-Hudson & Val Procter

1. **Welcome and Apologies:** Hugh welcomed new member Marilyn, introductions done by all and apologies were given, as above.
2. **Minutes of last Meeting:** notes from September's meeting agreed. Apologies to Mel who was present but not on the minutes.
3. **Matters Arising:**
  - **Disabled Parking:** Jo has sourced a contractor to carry out the works, just waiting on availability.
4. **Invitation to Patford House Partnership PPG to act as observer:** Hugh would like to invite a PHP PPG member to observe at our next meeting; no objections from members. The agenda will be set by the PPG members. For clarification, the remit of Northlands PPG is to support and represent the patients of our practice. Matters relating to healthcare premises and estates decisions more generally are managed by the Integrated Care Board (ICB) and are outside of our Practice's responsibility.
5. **Appointment System Feedback:**
  - We have found it less of a barrier to contact the surgery.
  - We are appropriately seeing or calling patients.
  - Telephone calls have increased instead of decreasing as we had envisaged.
  - Recruitment of 2 x more Administrators/Receptionists.
  - The daily requests of 200 was hard to manage safely so the requests have been reduced to 150.
  - The staff are happy to take requests over the telephone if a patient is unable to go online; patients are less eager to listen to staff and panic if online is mentioned.
  - The new appointment system has worked well for both Margaret and Elizabeth.
  - The Partners are happy that Anima triages the prioritises requests appropriately.
  - Hugh suggested removing one of the links on the website to request an appointment, but this may cause confusion if it's a link the patient always uses.
6. **Patient Survey:** the survey was distributed with the agenda to all members. Hugh suggested setting up a working group; Diane, Brenda, Pat, Elizabeth and Margaret volunteered. Hugh is happy to host a meeting in December.

## **7. Complaints from Patients & Abuse Against Staff:**

- Jo circulated a survey of interactions experienced by Administration/Reception staff during phone calls or at the front desk. This information was collated over a 2-day period (Monday/Tuesday this week).
- 323 interactions in total of which 5% of patients had a raised voice or were shouting, 2% were aggressive or used intimidating language, 2% made personal comments/verbal insults, 1% used threatening language, 13% were calm but frustrated, 66% were neutral/routine calls and 10% were positive/appreciative interactions.
- Jo also read out examples of calls received/experiences at the front desk.
- Administrator/Receptionist Claire introduced herself and explained how she felt about the abuse received daily.
- The surgery and reception colleagues are very supportive and continuously share best practice.

**8. Review of Cleanliness & IPC Measures:** thank you to Pat for reviewing and providing the surgery with a comprehensive list of queries. All were reviewed by our IPC Lead, ANP Anita Peake and responses read out by Jo.

**9. Car Registration:** to be rolled over to the next meeting.

## **10. Community:**

- Diane advised the "Social Prescribers" are now called "Life Connectors". There are no changes to our referral process.
- Diane also asked about the Care Co-ordinators, unfortunately we have no update. Dr Ware/Jo are in communication with the ICB.

**11. Review of Covid/Flu Clinics:** thanks to the PPG for volunteering, unfortunately the first clinic was hard going as less volunteers, one less member of staff vaccinating and a medical emergency. Later clinics worked well.

## **DATE OF NEXT PPG MEETING:**

- **PPG Christmas Social:** Thursday 11<sup>th</sup> December at 12.00 pm.
- **PPG Meeting:** Thursday 12<sup>th</sup> February 2026 at 12.00 pm