MINUTES OF PATIENT PARTICIPATION GROUP (PPG) MEETING HELD WEDNESDAY 9th APRIL 2025 AT 3PM

Present

Sue Cousins (Chair), Hilary Mulholland (Secretary), Pat Morris, David Morgan, Gail Jukes, Antony Cashmore, Caroline Rhodes, Cheryl Burrell, Dr Ladak

Sue welcomed everyone to the Meeting.

Apologies were received from Jean Halford, John Hipkiss, Anke Cooke, Karen Gutteridge and Sandra Gwillim.

Minutes of the last Meeting were agreed as a true record.

Practice update

Dr. Ladak provided an update on behalf of the Practice.

Pressures were easing following the winter months which is the busiest and most challenging for the surgery. The team of Doctors remains strong with locums or replacements in place for Doctors who have left and one on maternity leave. The Practice is running efficiently along with a team of professionals, pharmacists, nurses, paramedics, physios and is being continually monitored to ensure patients receive a high standard of care.

It offers several options for patients to obtain the help they need either by booking appointments online via the Practice website, by telephone or in person at the surgery with consultations given face to face or by telephone.

In addition there is the extended access service provided by Our Net for evenings and Saturdays that can be accessed by telephoning for an appointment on 01922 501999. This service has access to the medical records for patients and GP services are able to see the notes of consultations.

A question regarding working arrangements of GPs had been raised again by a member prior to the meeting; this has been raised several times previously. The practice has kept the PPG informed of the increased demand on services, the challenges in meeting the demand, expansion of the clinical team, and the year on year increase in activity levels. Members agreed that continued pursuing of information regarding staffing and hours of work is neither supportive nor constructive and this will not be included on future agendas.

It was reported that during the last 6 months there has been a noticeable increase in abuse towards staff and in particular the manner in which patients speak to Receptionists which is very disappointing and will not be tolerated and has resulted in someone being removed from the Practice register. The group wish to place on record that abuse of any kind is not acceptable.

Criteria for home visits

Dr. Ladak was asked what the criteria was for housebound and home visits and whilst there is no clear definition of “housebound” it was felt that for example if a patient needs an ambulance to get to a hospital appointment then they would be deemed housebound. He reiterated that a much better service is provided for the patient if they attend the surgery where a wider range of services and equipment are available should they be necessary. The patient needs to call before 10.30 am to request a home visit.

Cancer screening

Dr. Ladak reported that it is the Screening Department at NHS England that decides the age limits/range for screening. Anyone over the specified limits can still be screened but will need to go via their GP to access this. Dr Ladak reported that there is a high uptake of screening by Portland patients.

There is an online Cancer Champion training programme consisting of 2 x 2 hour sessions on 30th April and 28th May to raise awareness in the community open to all. Sue to liaise with Dr. Ladak to see whether it is possible to use the facilities at the surgery for a link to the training. Several members expressed interest in the training with a view to help organise health promotional materials/events for patients.

Patient Survey 2025

Discussion regarding the Patient Survey completed for 2025.

Overall results were satisfactory, it was noted that the survey was mostly completed by patients visiting the practice and will therefore under represent the views of those who book online or are accessing telephone appointments rather than face to face.

Re- election of Officers

For information only – we need a Chair, Vice Chair and Secretary - this item is deferred to the next meeting. Members to consider whether they have an interest in taking on any of these roles.

Meeting closed at 4.15p.m.