

MINUTES FOR LEIGH SURGERY PATIENT PARTICIPATION
MEETING HELD ON WEDNESDAY 8TH OCTOBER 2025



INDIVIDUALS PRESENT:

Dr Pankaj Gupta: GP Partner

Mrs Jackie Honour: Administrator - Minutes

Mr Steve Currell : Chairperson

Patient Representative: Hilary Le Marie, Mike and Iris Ferne, Peter Durrant, Chris Tait, Kathy Hance, Louise Manders, Tina Herbert, Janet Annon, Martine Hallybone, Sharon Horsnell

The meeting opened at 12:00pm and completed by 12.50pm

1. Thanks go to SC for acting Chairperson for this meeting. SC gave brief description of meeting guidance notes for all new members.

2. Apologies: Rebecca F, Susan G, Kathy T, Nigel R, Joy M, Matine H, Jory S(PCN)

3. Meet-n-greet/introductions: Welcome to all and to new member.

4. Agree last meeting minutes: Meeting minutes agreed by the group.

5. Actions from previous meeting:

(a) Susan G (not present at meeting) - When in the waiting room you can often hear the conversations in the Doctor's room. A suggestion would be to swap the current reception room and waiting rooms this would also be good for staff who would be nearer the Doctor and give them more space too. **JM** - advised too much work involved, although will speak to the Doctor and see if extra insulation between his and the waiting room – **JM** advised she will be speaking to the maintenance man to see if he can do something to improve and explore the possibilities – **JM** (ongoing).

(b) Trevelyn L (not present at meeting) – With the latest government announcement of the closure of NHS England. What effect will this have on GP services in the short and long term. – **JM** early days and not much has been announced although the day it was announced they have said they are reduced their spending by 50 percent of the ICB staff who we work very closely with, there will be redundancies. We are sure there will be changes but we are not being affected at the moment. We have not been told any more at this stage (ongoing).

(c) JM – Suggested we could stream the PPG meetings allow either virtual members or active members who cannot make it to the surgery on the day of the meeting. It is promoting access to new members who may not be able to come on a Wednesday, we will then be offering it to a wide range of patients. SH – Said her daughter would like to join but she's a teacher and not possible. JM - Also to promote this via bulk texts being sent to patients and poster advertising. All patients agreed this would be a good idea. It was agreed we would plan to be ready to introduce this by next PPG meeting. (action) JH & JM – (ongoing – will be put in place by next meeting)

6. Surgery Items to raise/discuss:

7. PPG items already submitted for discussion:

(a) Susan G (not present at meeting): I wonder now the new system has started if the surgery will be monitoring how many patients will need support doing online form and also what if a patient is too poorly to either come to surgery to complete and does not have any online at home. – **JM (written response)** Data is currently being compiled of the number of patients who require care navigation staff to complete the digital triage tool on their behalf. Patients do not need to come into the surgery to complete the digital tool, this is an option if a patients wants to (we have a tablet in the waiting room for their use) but they can also complete at home using the online link or a friend/neighbour/relative can complete on their behalf if they have online access or the patient/relative can telephone the surgery and the receptionist will complete the tool over the phone on their behalf. All triage forms are submitted to Doctor who then will assess on the clinical need as to when the patient will be seen and by whom. Patients who do not have access to the internet will not be negatively impacted by the new process they will still be able to have their symptoms submitted to the Doctor by explaining to the care navigation staff that they do not have internet/online access. **Dr P** – advised wait for feedback from patients and then will be able to comment in next PPG meeting, although has said there are some patients who are struggling with this new system, we will take these on a individual basis to help them. **JH** - explained how the website works. **MF** – advised that he went onto the website and was confused by the blue tabs for systemonline and NHS online login, he went into to those and could not find where to make a new request, due to it be over complicated. He then went into the tab Medical Requests, New Condition, which then takes you into the form.

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He suggested that this should be made clearer this is where patients request for an appointment, the group agreed this should be made clearer as in its existing form is misleading and over complicated. **SC** – opened the website page on his tablet to show group members as a demonstration, showing exactly where to go into the form to request a Medical Requests then New Condition. **JH** – said she would pass this feedback to **Jory (action)** on the PCN to see if they can get systemonline to improve the layout to make it clearer to patients where they need to go on the page to make it less confusing for the general public to use.

(b) Pat W – Can we have more information about when we can get the app to arrange appointments.

SC – It's not on the NHS App as yet, to get to arrange a new doctor's appointment you need to go to the surgery Website or if you call the surgery they will send you a link to your mobile phone to complete the form. **HM** – do you have to go to the NHS online? **SC** – says no at the moment only the surgery website (<https://www.leighsurgery.nhs.uk>)

(c) Steve C – Blood test results on NHS app (consultations and events) show 'need to speak to doctor - patient informed' when the patient hasn't been informed. – **Dr. P** – advised that when reviewing the blood tests the system automatically send a generic message which he cannot change. **SH** – advised she received a message on the NHS App asking her to make an appointment with the doctor because her blood test came back abnormal, does she have to book an appointment via the new system? **Dr. P.** – said that she can complete a request on the new website form and we will respond to her request within 24 hours.

8. AOB

(a) Stephen C – sometimes I receive a text advising me I have a prescription to collect at the pharmacy and then other times I don't and have to request a prescription in writing, why is this ? **Dr. P** –on some occasions I may have received a letter or in the patients records for a review and see the medication is required I request it, although then normal practice is to request your own medication.

(9. Date/time and Chairperson for next meeting: Next meeting Wednesday 4Th February 2026 @ 12:00
SC to chair next meeting.