Quarterly PPG Meeting Minutes

11th Aug 2026
Meeting #3 - 2026

Present :

Martin Preston
David Butler
Chris Allchurch
Kitty Anderson
Suzanne Wright
David Back (Secretary and Chair this time)

Molly Dewar (Asst Practice Mgr.)
Dr. Matt Thomas (Practice GP and Partner)
Katie Francis (Wellness Nurse)
Chrissie Armstrong (Wellness Nurse)

Apologies:

Penny Rathbone
Stephen Doyle
Marianne Allday

Nicola Rice (Practice Mgr)

1. **Introductions:** The Chair welcomed everyone especially Katie and Chrissie, invited by Molly to experience the PPG environment. All participants introduced themselves.– Welcome All !

2. **Agenda Items and Matters Arriving:** The Agenda was accepted, no major additional items added.

3. **Minutes of the last Meeting and Action Item List:** The Minutes and Action Item List were reviewed, and updated (see attached), the progress on the major items are listed below. These Minutes are now available on the PMG web site – Thanks, Chris M.!

4. **LifeStyle Event Update with Ponteland Leisure Center and County Council**. Nicola had agreed to be the formal contact for this activity, but is on leave right now, so an update was not availale.

5. **Practice Update: Staffing Update:** Dr Matt –As reported previously, the Practice will have all staff positions filled for September, however the nursing team has experienced a number of unforessen absences recently reducing their capacity by ~50%, backfill sources from NPC have been requested for September.

6. **Using System Connect to request renewal of regular medications**. A step by step guide was planned to be prepared and added to website. Molly has had to support the consequences of nurse absences recently and will provide this in September.

7. **Improving Patient Experience Initiative:** The presentation to the PPG was held on 7th July at the Practice by Abi Callendar (NPC Group Manager – Head of Operations, previously at PMG). The attending PPG members found it insightful, the content and some insights were circulated to the full PPG membership separately.

8. **NPC Chairs Meeting Feedback –** Notes and Presentation material were attached to the Meeting Invitation for the previous meeting; Since Penny is not available today, this discussion is rolled over to our next meeting. Since there will be another NPC Chairs meeting before our next PPG meeting, this will be a major item for our next meeting.

9. **Learning Disabilities Engagement Group –** This topic also rolled over to next meeting since Jo Walters is not available today.

10. **Waiting Room Communication:** -TV installation completed with Practice video(s) is installed and the physical notice board is also now available. The team remarked that this was indeed impressive.

11. **Manifestation Fridays:** This progress on this new initiative was presented by Katie, it has been running for ~15 months each Friday afternoon and focusses on the wellness, communication and team building aspects of the operational team at the Practice. So far, this has been well received by all and raises the energy levels for a Friday afternoon.

12. **Future Agenda Planning:** To focus resources from both groups, it was agreed to have 'Three Big Things' as a regular Agenda feature. Specifically:
    - 12.1. Perception of the System Connect process and the development of the Triage process.
    - 12.2. The Communications Strategy for PMG
    - 12.3. Use of Survey metrics as the driver for improvement activities
        - 12.3.1. GP Survey results/action plan reviewed on an annual basis.
        - 12.3.2. Family and Friends Survey -results/action plan reviewed on a Quarterly basis.

    – data source links in Appendix

13. **Quick updates on Three Big Things:**
    - 13.1. **SC/Triage etc:**
        - 13.1.1. As various booking strategies are being evaluated by the Practice, the progress was discussed with NPC, and it was felt that the details should be kept within

PMG/NPC. Several members of the patient group expressed that some disclosure would help build confidence and clarity in the process as well as informing them of the responses they may expect.

13.1.2. Also, the absence of formal training documentation for the Practice Staff on the SystC decision tree structure hinders the level of support that can be offered to patient enquiries.

13.1.3. It was agreed that the availability of short 'How To' Videos for the basic step by step use of SystC would be useful (as used by many other organisations). This was acknowledged by all and Molly committed to 5-6 videos on identified topics. Timescales tbd.

13.1.4. Similarly, a weekly schedule for Teach In's at the Practice to walk patients through the use of SystemConnect would be prepared by Molly.

13.2. **Communication Strategy/Plan:**

13.2.1. After discussion, it was agreed that there is a need to have a clear definition of which group (NPC or Practice) is responsible to post updates on which type of topic and which Comms Channel (Facebook, Web Site(s), text message) should be used for each topic. i.e. a clear Comms Strategy/Plan ! The group agreed that this should be raised at the next PPG Chairs Meeting.as it is seen as an NPC responsibility (David to discuss with Penny)

13.3. **Survey Metrics/DashBoard –** quick points:

13.3.1. **Friends and Family Test.** Used since 2013 and mandatory for all holders of the NHS Standard Contract and available to <u>all patients</u> directly <u>after an appointment.</u> The Practice also solicits feedback via text to selected patients. There are two simple questions concerning the patient's satisfaction with their last performance and would they recommend the Practice to others. Data is published monthly. The Practice stated that this was reported to NPC, however according to the FFT web site (at the time of the meeting) 7 of the 12 months had no data and 2 of the first five months of 2026 also had no data. The Practice will escalate these omissions to NPC. The link to details for the results is appended.

After the meeting, Nicola supplied the June results for the Practice which were 93% satisfied with 89% willing to recommend the Practice based on 399 responses. For comparison, the satisfaction result for England was 92% and 93% for the Northeast and Yorkshire region.

13.3.2. **The GP Survey,** now 20 years old**,** is conducted annually and, put simply, they are very different surveys with different modes, purposes, and samples and the results are not comparable. There are 32 assessment questions. Some key points

from last year were: Even with SystC taking some of the enquiry load, the satisfaction level for phone responses is still only 33%, 12% below the national average. Also, the satisfaction level for consideration of mental wellbeing remains low at 62% compared to the national average of 75% for the second consecutive year. On a relatively positive note, the response to the satisfaction to the general experience at the Practice increased from 70% to 80%. This moves Ponteland up to mid position of the nine NPC Practices reported and in a similar position nationally. Links to results and an explanation video are also in the Appendix.

14. PPG Membership and Publicity.

14.1. Penny has set out a local Facebook invitation, seen by several of the group.

14.2. Marianne Allday joined the group, but due to unforeseen circumstances, could not make this particular meeting.

14.3. Molly, together with some of the group agreed to supply posters for local Churches etc, plus an article for the new Pont News and Views. (now quarterly)

15. Next Meeting:

- **Currently scheduled for 10th Nov 2026**
- To facilitate the meeting process, should anyone have any new topics, could they please provide a 5 – 10 line summary to me by ~20th Oct. and I will distrubute the package before the Meeting.
- The meeting duration will be extended to one and half hours to cover outstanding issues.

Thanks to all for their contribution and enthusiasm, a great turn out especially with Chrissie and Francis !

David Back

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Appendix 1:

Practice Staffing Plan as of June 2026

- GP's - 12 (All part time)
- Paramedic - 1 (part time)
- Practice nurses - 4 (2 full time, 2 part time)
- HCA's - (2 Full time)
- Phlebotomist - 1 (works one day per week)
- Receptionists - 10 (mixture full /part time)

Appendix 2:

Survey Dashboard – data sources

FFT:

NHS England » Friends and Family Test

- **results** NHS England » Friends and Family Test data

GP Survey:

The video description

Reflecting on the GP Patient Survey webinar 2026: 20 years of measuring patient experience in primary care | Ipsos

The data source

2026 GP Patient Survey results released | Ipsos

PPG Action Tracker

Updated **11 August 2026**

updates in bold

Action Number	Action	Actionee	Date Raised	Due Date	Status
2026/01	Penny Rathbone to send Chris Allchurch the details for the Council Program so that Chris can make contact and report back at the next meeting whether this is a potential route to support an engagement event with Lifestyle	Penny Rathbone	31/03/2026	23/06/2026	DONE
2026/02	Nicola Rice to request that Dr Brown makes contact with Jo Walters to follow this up. Jo to contact Nicola if there has been no further contact by	Nicola Rice	31/03/2026	30/04/2026	DONE
2026/03	All PPG members to encourage other practice patients to join in the specific groups where the PPG has gaps: **Penny to sent out post on Facebook - Ponteland Parents Group**	All PPG	31/03/2026	~~23/06/2026~~	CONTINUING
2026/04.1	Nicola/Molly to add the next date when agreed to the notice board in the surgery and social media platform. **Digital TV Board install to be completed and video content to be installed.**	Nicola Rice/Molly Dewar	31/03/2026	23/06/2026	**DONE & Running**
2026/04.2	**Physical notice Board to be installed in Waiting Room complete with appropriate QR codes and/or direction to paper materials at Reception Desk**	**Nicola Rice/Molly Dewar**	31/03/2026	23/06/2026	**DONE**
2026/4.3	The minutes after agreement will be shared on the Practice website.	Nicola Rice	02/06/2026	16/03/2026	**DONE**
2026/4,4	**Minutes to be linked to the social media pages, need date from Chris McG**	**Molly Dewar**	02/06/2026	25/08/2026	
2026/05	Nicola Rice to contact Chris McGee in Comms about how best to advertise and disseminate information from the PPG	Nicola Rice	31/03/2026	23/06/2026	**Linked to above**
2026/06	**Update from Dr M - Plan is to transition to NHS APP, rather than an interim SystemConnect modification, need timing from Digital Team**	Nicola Rice	31/03/2026	23/06/2026	**OPEN** **NR not present**
2026/07	Nicola Rice to investigate with the Digital Group the ability to add a confirmation process into appointment offers. **Update from Dr M - currently seen as too expensive with current technology**	Nicola Rice	31/03/2026	23/06/2026	**HOLD**

2026/08	B12: Stephen Doyle to share the issue with Nicola Rice to raise with the practice and disseminate amongst patient facing staff so that the right message and injection frequency is carried out.	Stephen Doyle	31/03/2026	30/04/2026	**DONE**
2026/09	PPG Chair to raise the lack of feedback and communication at the next NPC PPG chairs meeting.	Penny Rathbone	31/03/2026	23/06/2025	DONE 7th May 2026
2026/10	Nicola to let Chair know when the next meeting is as this is as yet unknown	Nicola Rice	31/03/2026	Meeting 07/05/2026	DONE
2026/11	**From Chris A - Ponteland Leisure Center and NCC are both very interested in LifeStyle Event, proposed that Nicola reach out to finalise details/dates with them to keep this on a formal basis.**	**Molly Dewar**	**02/06/2026**	**30/06/2026**	**OPEN NR not present**
2026/12	**Schedule for specific condition Clinics to be added to Ponteland website to enable booking process**	**Nicola/Chris M**	**02/06/2026**	**30/06/2026**	**To be confirmed Molly**
2026/13	**Details of the navigation pathway to be used on System Connect for renewal of precriptions to be prepared and distributed.**	**Molly Dewar**	**02/06/2026**	**23/06/2026**	**Delayed due to nursing situation**
2026/14	**Choice of dedicated event for Improving Patient Experience Continuous Improvement presentation to be communicated to Abi, proposed date /time to follow.**	**David Back**	**02/06/2026**	**09/06/2026**	**DONE**
2026/15	**Triage process transparency to PPG to be an Agenda item for next meeting**	**Dr Matt /Penny**	**08/11/2026**	**10/11/2026**	
2016/16	**SystC decision tree documentatuion to be made available to receptionists**	**Molly Dewar**	**08/11/2026**	**10/11/2026**	
2016/17	**SystC How To Videos (short) for patients to be initiated, schedule to be prepared and initiated**	**Molly Dewar**	**08/11/2026**	**22/10/2026**	
2016/18	**Weekly schedule for Teach In's for SystC usage for patients to be set up**	**Molly Dewar**	**08/11/2026**	**22/10/2026**	
2016/19	**Comms Strategy/Plan for Comms Channel usage to be raised at next PPG Chairs meeting**	**David to brief Penny**	**08/11/2026**	**12/09/2026**	
2016/20	**Three Big Things to be part of standard Agenda**	**Penny/Dr Matt/Nicola**	**08/11/2026**	**10/11/2026**	
2016/21	**Plan to send out PPG recruitment posters to local meeting places to be set up**	**Molly/Patient group**	**08/11/2026**	**18/09/2016**	