

Patient Participation Group Meeting

Wednesday 11th March 2026, 18:15-19:30, Shifnal Surgery

Meeting Notes/Actions

2. Minutes of the Last Meeting (12th November 2025)

- Correction: *Item 5* should read HN instead of HD.
- AJ requested that abbreviations such as TOR (Terms of Reference) be clearly explained when first used. The group agreed that unexplained abbreviations should be avoided in future minutes.

3. Introduction

PT opened the meeting and proceeded directly to the Standing Agenda Items.

4. Standing Agenda Items

5. Update from the Practice

Complaint Trends

- EE reported that complaint numbers remain fairly static. The largest category continues to be clinical complaints, followed by access-related issues.
- AJ queried how complaints are investigated. EE explained that this depends on the type and seriousness of the complaint. Clinical complaints are reviewed by the GP lead, who collates findings and identifies lessons learned.
- HN noted that the complaints leaflet was out of date and should be available online. EE confirmed that the leaflet is being updated and printed copies will be distributed across surgeries.
- EE also confirmed that complaint response timescales have been removed, as they could not reliably be met. The Patient Experience (PE) Team has been expanded to manage a backlog of approximately 400 complaints across Teldoc and S&PMP practices.

Action: EE to confirm how many of the 400 outstanding complaints relate specifically to S&PMP.

- Discussion followed regarding poor complaint communication. AJ suggested that improving communication would help manage patient expectations and reduce unnecessary workload. EE acknowledged this as valuable feedback.
- JS queried delays in scanning care-related documents into the system. This issue could not be addressed during the meeting.

Friends and Family Test (FFT)

- EE reported that most respondents remain happy with the practice and would recommend it to family and friends. A small minority were dissatisfied.
- SM shared recent feedback: while one patient was pleased with care, two elderly patients at reception were reportedly refused help using the Health Co-Pilot (HCP) system. EE will investigate.

- PT and JS raised concerns about the reliability of the call-back service (Option 0). TB explained that call-backs sometimes fail when queue numbers are high. The automated message will be updated to reflect this.
- TB advised that a new version of the system will be trialled next week and that work is underway to synchronise HCP with the NHS App for better integration.
- The use of social media for communication was discussed but deferred as the practice currently lacks capacity.

Website

- It was noted that the PPG meeting date was missing from the website. TB will ensure minutes and relevant dates are uploaded.

Priorslee Surgery

- Dr Bhachu reported that the Integrated Care Board (ICB) has not yet approved funding for the new surgery. However, an understanding exists with the landlord on the use of the existing building until the new surgery is built
- PT confirmed that ICB funding concerns are raised at each Council Health Scrutiny meetings.

6. Patient Survey

- PT presented a summary of the 2025/26 Patient Survey, distributed via text message.
- 393 responses were received (compared to 800 in 2024/25), representing only 3% of the patient population.
- EE noted that although response rates were lower, results indicate gradual improvement. Reducing waiting times on phone lines remains a key priority for further progress.

Action: PT to attach the survey results and circulate with the minutes.

7. Community Pharmacy Transformation

- Discussion focused on the Pharmacy First Scheme, covering seven conditions treatable by pharmacists.
- Dr Bhachu explained that pharmacists are compensated for consultations even if treatment is not provided, and the scheme lacks formal quality assurance and resilience planning.
- The practice is engaging with high-performing pharmacies to explore collaborative working.

8. Patient Privacy

- Concerns persist over privacy at the reception desk and check-in screens.
- EE reiterated that patients may request a private discussion and that receptionists should refrain from asking for clinical information in public areas.

9. Any Other Business (AOB)

PPG Membership

- AJ asked whether members had been removed for non-attendance and if new members were needed.
- PT confirmed that no members had been removed. EE noted that over 100 patients expressed interest in joining, but the current group of around 12 active members remains sufficient.
- The group acknowledged that membership does not yet reflect the full demographics of the practice population.

Women's Health

- AJ requested an update on women's health training. EE confirmed additional GP training had taken place.
- AJ reported continuing patient concerns about being dismissed or misinformed regarding menopausal symptoms.
- AJ had previously been promised a meeting with Dr Karthikeyan, which has not yet occurred. Dr Bhachu agreed to follow up and facilitate this meeting as soon as possible.

Agenda AOB

- PT requested that any items suggested for discussion under AOB were submitted prior to the agenda being issued.

Meeting Closure

The meeting concluded with the date of the next meeting to be confirmed.