



Patient Participation Group (PPG) Meeting

Minutes of Meeting held Thursday 25th September 2025

6.15 pm – Charles Street Waiting Room

Chevin Medical Practice

Nicola Lawton - Practice Manager

Vicky Brady - Patient Services Manager

Holly Archer – Practice Support Associate

Julie Deacon – Reception Team Leader/NHS App Ambassador/Operations & Compliance Co-ordinator

Patient Participation Group

6 members attended

1. Apologies, Welcome and Introductions

- i) All were welcomed to the meeting, and introductions were made.
- ii) Apologies received from PPG Members Richard Sutcliffe and Sylvia Craven

2. Practice Update

- i) Tina Quantrill retired from CMP in March 2025. Sarah France joined CMP in September 2025 as Advanced Clinical Practitioner. 3 new Registrars joined in August to continue their GP training Dr Ishma Aslam, Dr Nicole Freeman and Dr Mohammad Rammal. 2 of our previous Registrars have joined as GPs at the practice, Dr Hina Kishwar and Dr Omaar Habib.
- ii) Vicky provided an update on eConsult. This is going well, and more patients are using eConsult. Feedback from PPG attendees that have used eConsult was positive, 'works well' and received fast responses.
From 1st October 2025 it is compulsory for GP Surgeries to provide patients access to an online consultation tool. There must be 3 methods of contact for patients to book appointments –

Walk in, Telephone and On-line – all will be triaged in the same way – quickest way is online. The practice will continue to support those patients who are unable to complete an eConsult either by completing over the telephone or in person in the Surgery. Reception can book routine (advance bookable appointments)

Feedback received on the Telephone Callback system was very positive. The facility provides an additional service when telephony demand is high, particularly in mornings. The service holds patient in their place in the queue, all calls are actioned in order, the Receptionist actions the next call in the list. Length of time to wait for callback depends on duration of other calls waiting. Patient will lose their place in the callback queue if they choose to callback. Three attempts are made to callback before the call is closed, where a voicemail message is left the callback request is closed.

3. AOB

IT Library Session - IT Library Sessions have been paused. Otley Action for Older People (OAOP) are still available to help patients with digital accessibility issues. In addition, the practice can offer support with NHS app through our digital champions.

COVID/Flu Clinics – Invitations being sent pt to patients with link to book appointment on-line. Feedback from the group was there was no appointment availability selecting the link. The Surgery put on a limited number of clinics at any one time. Patients can contact the Surgery directly to book. The stock of vaccines held by the surgery can limit the number of clinics at times.

4. Patient Questions

How technology is changing GP Practices – NHS App – NHS England are prioritising the NHS app as the preferred method of accessing NHS Services. The NHS app can link into eConsult. Feedback from the group was the NHS app is brilliant.

GP Continuity – Where possible we will endeavour to allocate your appointment with your named GP, however this is not always possible, as the GP may not be available, and you may need to wait to see them. Patients can have a 'bank' of GPs to provide continuity. eConsult enables patients to specify a preference of GP, more than one GP can be indicated. We have GPs with specific specialities and the Triaging GP knows the specialisms of our GPs. We will strive to offer allocated/requested GP.

New Housing Developments – Impact on Surgery – Patient numbers have not changed. Out of Area patients are discharged from the Surgery, and new residents are invited to join. We are made aware of new housing developments. Where houses/residents increase demand on local services the

Practice Manager will raise concerns with Planning Department. West Yorkshire ICB reach out to practices where they are aware of new developments.

Seeking Treatment – flowchart – Nicola to investigate creating a flowchart to help patients to navigate and provide signposting to patients of other services.

Self-Refer for Specialist Care/Consultations – Self referral - ADHD – Right to Choose. Expedite letters for GP referral. Use Template to expedite. GPs are unable to expedite. Patients can contact PALS (Patient Advise & Liaison Service) to help expedite referrals. Where a condition has not worsened hospital triage is based on priority. The Surgery cannot see hospital waiting lists. Where a condition is worsening patient would need a new consultation. There are different operating systems across services.

Contacting Surgery – Patients need to listen to the full message before selecting options. Signposting options will be heard on the introductory message. Nicola to speak with Redcentric regarding any telephone glitches as some patients have expressed, they have difficulty contacting the practice.

Compliments to Staff – Feedback from the group highlighted that communication and the patient experience had improved across the Surgeries. The Reception Team were commended for doing an amazing job. Feedback and compliments are shared with staff.

5. Date of Next Meeting - TBC