

## Tollgate Practice PPG - Chair & Secretary Joint Report for 2024/25

### Introduction

Over the last year the PPG held four meetings in April 24, July 24, November 24 and February 2025. We have continued to ensure that notice of meetings and meeting minutes are issued to all members of the PPG. PPG minutes are also published on the surgery website. In addition to holding regular meetings committee members have continued to assist the surgery with Flu and Covid Clinics etc.as and when requested.

### The Practice

The last twelve months has seen the surgery experiencing a continuation of high levels of staff turnover. This has been a matter of great concern within the PPG - In particular the unsettling disruption resulting from numerous changes at the Practice Manager and Deputy Practice Manager levels. Particular problems were also noted in the recruitment and retention of reception staff which often resulted in an unattended reception desk.

These issues appeared to come to a head In February 2025 when the practice partners, Dr K Abeyundara and Dr E Bopitiya announced their intention to withdraw from the practice and to hand their contract back to the NHS Suffolk and North East Essex Integrated Care Board (ICB).

During our February meeting the we were informed that the ICB were looking to appoint a new interim provider (on a one/two-year contract) who would become responsible for delivering medical services at the Tollgate Surgery until a permanent provider could be identified.

### New Interim Service Provider

It has since been announced that the Abbey Field Medical Centre Practice - which also incorporates Elmstead Market and Hawthorn Surgeries - will be taking responsibility for The Tollgate Practice. Subsequently, in mid-March, the Chairman and Secretary held a helpful initial meeting with Nicky Young, the Abbey Field Practice Business Manager, who will also be the Practice Manager at Tollgate. During the meeting Nicky indicated that she was hoping to be in a position to provide the PPG with an update on clinical and administration staffing appointments/levels, as well as other planned changes - to appointment systems etc.- at our AGM/Meeting on the 16<sup>th</sup> April. Nicky is looking forward to meeting with the full PPG and it was agreed that, at least for the immediate future, the Tollgate PPG will continue to operate as a separate group.

### Attendance at Meetings

A schedule of members attendance at meetings over the last three years is attached. After making enquiries, Adrian Rowley was removed from the committee distribution list and In February 2025 Keith Tucker notified the secretary that due to age and failing health he would be resigning from the committee. Keith was one of the founding members of the committee and the secretary has written thanking him for his service and wishing him well for the future.

David Mills / Michael Vass

April 2025