

# THE TOLLGATE PRACTICE

## PATIENT PARTICIPATION GROUP

MINUTES OF MEETING HELD ON WEDNESDAY 14<sup>th</sup> JANUARY 2026 AT 1.00 PM

### ATTENDEES

Surgery/ NHS Staff: Nicky Young (NY)

Patient Members: Chairman -David Mills (DM) Secretary - Michael Vass (MV) Karen Drake (KD) Peter Walker (PW) Rosemary James (RJ) Lorraine Feakes (LF) Pamela Hurcomb (PH) Christopher Dowsett (CD)

**Welcome.** DM welcomed everyone to the meeting.

1. **Apologies.** MV reported that apologies had been received from Susan Spice.
2. **Minutes of the last meeting** held on the 5<sup>th</sup> November 2025 were approved.
3. **Matters Arising.** There were no matters arising not covered by the agenda.
4. **Notifications.** MV informed the meeting that he had received further correspondence from Michelle Grant-Richardson, the ICP Partnership and Communities Programme Manager, regarding its work and a forthcoming meeting of the PPG Network on the 26<sup>th</sup> February - which can be attended via Microsoft Teams and the Let's Talk SNEE platform. MV then distributed copies of the latest communication and suggested that any member wishing to become personally involved with the Network Group should contact Michelle Grant- Richardson to be included on their distribution list as he would not be continuing to circulate this correspondence
5. **Practice News & Staff Update**
  - a) **Social Prescribing** Prior to the meeting starting RJ had said how grateful she was for the recent help she had received from members of the practices "Social Prescribing" team and NY was asked to provide further details of the team's role and operation. She explained that the team consisting of Ruth, Tara, Maddie and Sharon (who specialises in advising and assisting with various claims and benefits applications) operated across all the four surgeries. Their role involves supporting patients who are facing specific challenges, which although sometimes not strictly medical, were likely to have an impact on their health. As an example (but not an exclusive list) NY mentioned the impact of death, miscarriage, childbirth, loneliness and the diagnosis of a serious/terminal illness as issues/events that often benefit from support.
  - b) **Thanks** In response to a question from CD, Nicky told the meeting that she keeps a file of all the letters etc of thanks received as well as one on complaints. The surgery is currently rolling out a "Family & Friends" follow up, (post appointments), to gauge patient approval levels. Internally the practice has a strong culture of valuing and thanking staff for their work.
  - c) **Organisation/Staffing** NY explained that she was very pleased with how the Tollgate surgery is performing and also commented on the stable staff situation – the only departures being related to a retirement and pregnancies. One new doctor had joined the integrated practice (Dr. Niru) and finally, on staffing matters, NY said she

was pleased with how well the integration of all the staff had gone and sighted the success of the Christmas Staff party as an example. In answer to a question from KD on women's health issues NY outlined the strength of the practices "Women Health" team.

- d) **Flu Vaccinations** The winter vaccination clinics had been a great success and NY paid special thanks to the admin team that had organised and fronted the project.
- 6. **Treatment Referrals** KD outlined some of the problems she had experienced with treatments referrals which often resulted in her being told she had been referred to the wrong clinic or service. NY said this should not be happening and that she did not feel it was a widespread issue as, if so, she would have received more complaints. She offered to investigate CD's specific case outside the meeting.
- 7. **Future PPG Meetings.** MV confirmed that all members had received his note setting out the dates for the next twelve months.
- 8. **AOB**
  - a) **Repeat Prescriptions.** In response to a DM query the meeting was told it did not matter if the NHS App or the Surgery App was used for repeat prescription requests.
  - b) **MyChart App.** LF asked if anyone had experience in using the App. Although no one had NY said she thought it would be useful for anyone about to undergo hospital treatment.
  - c) **Thanks** CD expressed his thanks to NY and all the practice staff for their work. All members joined in commenting on the significant improvements that have been achieved since the Abbeyfield Medical Centre took over responsibility for the surgery.
- 9. **Next Meeting.** Wednesday 14<sup>5h</sup> April 2026 at 1.00pm.

Meeting closed at 1.50 pm