

**THE TOLLGATE PRACTICE**  
**PATIENT PARTICIPATION GROUP**

**MINUTES OF MEETING HELD ON WEDNESDAY 5<sup>th</sup> NOVEMBER 2025 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)

1. **Welcome.** DM welcomed everyone to the meeting.
2. **Apologies.** MV reported that apologies had been received from Angela Young, Pamela Hurcomb, Susan Spice and Wayne Tearle.
3. **Minutes of the last meeting** held on the 16<sup>th</sup> July 2025 were approved.
4. **Matters Arising.** There were no matters arising not covered by the agenda.
5. **Notifications.** MV informed the meeting of various items of correspondence he had received since the last meeting and briefly commented on one which related to the introduction on the 2<sup>nd</sup> October of the MyChart App which would provide information to patients receiving treatment – the new App is not, (as yet), linked to the NHS App. MV offered to provide additional details at the end of the meeting if requested.
6. **Practice News & Staff Update**
  - a) **Overview** NY explained that she was very pleased with the progress that had been made since Abbey Field had taken over responsibly for the Tollgate Practice and that although action continued with refining some policies and procedures the bulk of the work was now complete, and the document backlogs cleared. Specifically, following the clearance work, all the rooms within the surgery were now in use although she was hopeful that further improvements to décor and equipment would be possible in future months.
  - b) **Organisation/Staffing** NY explained that the Tollgate surgery was now fully integrated into the Abbey Field network with most of the staff operating on a fluid basis across all surgeries. As Practice Manager of all the surgeries she is supported by five assistant managers responsible for specific functions and operations. Currently there were no staff vacancies and the practice has a full complement of doctors.
  - c) **Prescriptions** A revised prescription system is being rolled out across all the surgeries which will provide improved monitoring and reduced wastage.
  - d) **Garden** NY said that she understood that work to tidy up the garden would start on the 8<sup>th</sup> November. There are still issues outstanding regarding the transfer of the building lease, but these are matters for the ICB and the landlord to resolve.
7. **Frequency of PPG Meetings.** MV referred the meeting to the information he had included with his emails relating to this meeting and made it clear that he thought four meetings per annum was adequate. This was endorsed by DM and NY said that the Abbey Field surgery PPG only had four meetings each year. At the request of PW, NY agreed to provide an interim update for members between meetings if any major events

or issues developed and said that she was always happy to respond at any time to issues/queries troubling members by e mail, text or telephone. MV said that he would liaise with DM and NY to agree a revised list of meeting dates for 2026 which would be tabled at the next meeting

8. **AOB** KD raised a number of issues which are included below:

- a) **Identification of Doctors and Staff.** In response to KD, NY said that she would investigate if it would be possible to more clearly identify male / female doctors on the website to assist the booking of specific sex appointments. KD also requested that staff wear badges to enable patients to identify who is providing the treatment/advice.
- b) **Communications** KD explained the problems that she had experienced with disjointed patient/surgery/hospital communications The meeting agreed that this was often a problem and NY promised to follow up on a number of the specific issues raised. NY confirmed that private prescriptions issued by chemists or other practitioners would not be recorded on a patient's NHS record and emphasised the need for patients to make sure that they were not being prescribed medicines to which they were allergic etc.
- c) **Named Doctors** NY explained that all patients were allocated a named doctor although this did not mean that they would always be seen by this doctor. The allocation enabled the surgery to efficiently and fairly distribute the document workload between the doctors for action or filing.
- d) **Reception Staff** LF said that she wanted to thank the Reception Staff for their recent help and the meeting in general commented on the improved and friendly service being provided.
- e) **PPG Membership** The need for new members was again raised and MV would be happy to make contact with potential new joiners if he is provided with details of anyone who might be interested.

**12 Next Meeting.** Wednesday 14<sup>th</sup> January 2026 at 1.00pm.

Meeting closed at 2.00 pm