

THE TOLLGATE PRACTICE

PATIENT PARTICIPATION GROUP

MINUTES OF MEETING HELD ON WEDNESDAY 15th JULY 2026 AT 1.00 PM

ATTENDEES

Surgery/ NHS Staff: Nicky Young (NY) Anthony West (AW) Cassie Ketley (CK)

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

- 1. Welcome.** DM welcomed everyone to the meeting including AW and CK from the Integrated Care Board (ICB) He confirmed that NY would be joining the meeting after Agenda Item 3 to avoid any conflict-of-interest issues.
- 2. Apologies.** MV reported that apologies had been received from Peter Walker and Susan Spice.
- 3. Tollgate Surgery – New Service Contract.** AW commented on his previous visit to a Tollgate PPG Meeting in February 2025 and the subsequent award in March 2025 of a temporary service contract to the Abbey Field Medical Centre. CK then outlined the mandated procedures that would need to be followed before a new permanent service provider contract was awarded to commence in March 2027. CK explained that a small team was being established to manage the procurement process which in any event should appear seamless to patients with all services being maintained to, at least, current standards. As part of this the ICB would, in due course, be organising a survey for comments from all current practice patients and inviting online tenders nationwide. The expectation was that there would be considerable interest in obtaining the contract. The tender applications would be “scored” under several criteria by a review panel who would then recommend an appointment. In answer to a question from MV it was confirmed that it would be appropriate for one or two patient representatives to be part of this review panel and agreed that he would liaise with CK to make the necessary arrangements.
In the discussion that followed, including about practice size/roll numbers and computer systems, all members of the committee made it clear that they were very satisfied with service now being provided by the Abbey Field team. RJ spoke of the “total improvement” with PH, KD, CD and DM providing specific examples of the progress that had been achieved. LF commented on the helpful staff and MV summarised saying that the progress made had been beyond his expectation.
- 4. NHS England Reorganisation** NY joined the meeting before AW explained that although the reorganisation was still in progress some changes had already been made and that as from the 1st April the whole of Essex is now being managed through one ICB. In broad terms, across England, the number of ICB’s had been halved and over the coming years he expected further consolidation as the “Neighbourhood Health Proposals” are progressed.

5. **Minutes of the last meeting** held on the 15th April 2026 were approved.
6. **Matters Arising.** There were no matters arising not covered by the agenda.
7. **Practice Statistics.** MV thanked Nicky and her staff for providing the statistics which had been circulated with the agenda. KD commented on the number of medications issued and suggested that based on her experience with friends there was a considerable amount of wastage taking place.
8. **Practice News & Staff Update**
 - a) **Social Prescribing.** Following on from discussions at the last meeting NY hoped that members had seen and spoken today with the team, raising awareness of social prescribing, in the surgery lobby.
 - b) **Get Well.** The committee sent its best wishes to the two members of staff (Kim Hudson & Nagy) who were recovering from illness.
 - c) **Organisation/Staffing.** NY explained that support staffing remained stable with little turnover except to deal with eight pregnancies! On the doctor front Dr Hazel, a female doctor, would be joining the practice in August and the registrar, Dr Holland, would be continuing when his current contract expires in December. It was hoped that a further doctor would also be joining shortly.
 - d) **AB -Trace.** NY told the meeting that a new software system was being tested which should help to ensure that patients called in for a blood test had all the tests dealt with during one visit.
9. **AOB**
 - a) **Repeat Prescriptions.** Issues with obtaining repeat prescriptions was raised again by CD and LF. NY clarified that the chemist should alert patients when the final batch is issued.
 - b) **Blood Test Results.** PH explained that she had not received any notification that a recent test had revealed adverse results and that she had been unable to find the results on the health apps. NY could not understand why this had occurred and offered to investigate with PH outside the meeting.
10. **Next Meeting.** Wednesday 28th October 2026 at 1.00pm.

Meeting closed at 2.20 pm