

TOGETHER FOR PATIENTS

THE ORCHARD PARTNERSHIP



PPG MINUTES



The Orchard Partnership Patient Participation Group (PPG)

Meeting Minutes

Date/time of meeting: Mon 1st September 2025, approx. 12.30pm

Venue: Virtual – MS Teams

In attendance: Carole Slater (patient), Pauline Rose (patient), Pete Blackman (patient), Sophia Strong-Sheldrake and James Druce (TOP).

Apologies: Dr Ali Corke (TOP)

Points discussed:

- Members were welcomed.
- Previous meeting minutes were reviewed and agreed.
- Flu vaccination was discussed with the program launching at the start of September.
- Chicken pox vaccination being launched in January 2026. James shared that we don't have any further details at this stage, other than what is in the public facing media. TOP hope to have more information from PHE/ICB soon, so that planning can commence for child immunisations.
- Phone system – the partnership has recently upgraded the phone system to a brand-new system with greater functionality and reporting features. This is hoped will enhance patient care, save staff time and streamline patient care so that the surgeries can help more people, more efficiently. There has been a small number of teething problems behind the scenes, but the staff and surgery have done an excellent job in helping listen to feedback and make systemic



improvement with the phone system supplier to improve call flows and routing options. We are actively monitoring the systems, and it seems to be working very well indeed, with call waiting times typically under 2minutes, and sometimes answered almost instantaneously.

NHS Friends and Family Feedback

(figures are cumulative to date, over 2.5 years)

- Good and Very Good respondents: 97.46% (previously 97.41%)
- Poor and Very Poor respondents: 1.1% (previously 1.1%)
- Neither good/bad or don't know (mid rating): 1.4% (previously 1%)

A small selection of latest patient comments:

- *"Didn't wait too long in waiting room, doctor was thorough and listened to my concerns and addressed them."*
- *"Long waiting time at surgery and 3 week wait for appointment but excellent service from the GP."*
- *"Prompt efficient service"*
- *"Dr was very welcoming & sympathetic on our first meeting & listened attentively to my reason for visit. She was helpful with advice & we agreed a good course of action. A very positive first experience with a dr following recent move to the surgery."*
- *"Efficient and quick appointment"*
- *"The environment was well managed and quiet. My appointment was on time and the phlebotomy carried out efficiently."*
- *"Appointment was on time, and the Doctor was enthusiastic about getting treatment for myself."*
- *"Had to wait over 30 minutes past my appointment time."*
- *"I always get excellent service, and all the admin staff nurses and doctors are really special. As are the people in the pharmacy. I feel as though I am the only patient, and they always make time to listen."*
- *"Kind, chatty and sympathetic nurse happy to discuss the vaccine and blood tests on a cold Friday morning. As always, the team had my medication ready to collect too."*

Date of next meeting: Mon 1st December at 12.30pm

Venue: IN-PERSON at OOS (Wilton)

