

Port View Surgery PPG - Summary Notes of Meeting held 15 July 2025

Present: Peter, Rod, Gail, Sonia, Jenny, Brenda, Karen, Jane, Barbara, Sue, Trevor, Angie, Pauline, Julia

In attendance: Tina, Mandy

Apologies: Jill M, Annie, Jill S, Marilyn, Suki, Sally, Micky

GP recruitment

Tina reported that interviews are taking place to replace Dr Colley, and that it is hoped the outcome may be a new GP Partner.

Total Triage

Tina reported that the new appointment system will start on Monday 4 August, but that the current booking of routine appointments 2 weeks ahead will consequently cease this coming Monday, 21 July. Intensive staff training has commenced, and information for patients is available on the website, Facebook, and in the Waiting Area. Tina thanked PPG members for their inputs, especially to the FAQs.

Members raised various further questions and highlighted likely difficulties which Tina will take back. The Practice is expecting a tense changeover period, but experience from other Practices is that, once the new approach is bedded in, patients will appreciate the benefits.

Complaints

A summary of the outcomes of formal written complaints in the last year had been circulated, and was discussed. Members appreciated the information, and were concerned to understand the process better. Tina explained that she was the normal Investigating Officer, but would seek input from the Senior Partner on clinical issues.

Heidi

This is the AI system for recording and summarising GP consultations which is about to be trialled. Members appreciated the efficiency gains for GPs, but also put forward their concerns and questions about various aspects, inc the use of the NHS App and patient consents, etc.

Implementation will be followed carefully by the PPG.

Social Prescribing

Mandy introduced herself and her work, and an interesting discussion followed about the social aspects of healthcare in general, and the general lack of education and knowledge about self-care in particular.

Next meeting will be on Tuesday September 16, 5-6pm

****PPG members acknowledged and appreciated that the Surgery is trying its best to improve all they do for patients, despite national and local pressures. We want to lend our support.**

Please feel free to email or phone Peter at any time with your experiences, thoughts or suggestions re Port View**