

John Tasker House & Felsted Surgeries

Patient (Participation) Group Minutes

19th May 2026

6pm-7pm

Practice representatives:

Dr Tideswell (GP Partner), Karen Cakmak (Practice Manager), Vicky (Operations Lead);
Tamsin (HR Lead), Gill (Compliance Lead)

Item no	Topic
1	Introductions
2	Group ground rules to be agreed -listen to each other and don't interrupt -avoid personal matters / individual complaints -be inclusive to one another / encourage participation -maintain confidentiality (Chatham House rules) / phones on silent please
3	Review of previous minutes KC briefly read through minute of the previous meeting which were approved by all in attendance.
4	Updates from the practice with Q&A from patients - Felsted New Build Matters are progressing – liaising with external agencies – looking at possibly October 2026 for new site to be open. KC gave a quick update on the progress of the new building – things were going quite well. The practice has now been discussing requirements with contractors for example in relation to the IT infrastructure. This has to be done in conjunction with the ICB as all connections must be secure. Q – Once the new build is open, we will get to access more of the services at Felsted? A – Yes, we are hoping to have more clinicians such as First Contact Practitioners (MSK), Social Prescribers, Care Co-ordinators, Dieticians etc. We may offer a questionnaire if due course asking patients what kind of services they would like to see going forward. Dr Tideswell explained that funding for blood tests. We have had to restrict blood test availability at the moment due to a temporary shortage in staffing within the nursing team. However, the practice has tried to accommodate where possible at the surgery, offering appointments for those patients who require regular blood tests for their condition. - Fair Use Policy – triage requests – guidelines - Sometimes we receive 4 triage messages from same patient - Understanding the pressures on the system – do we want to have only urgent appointments on the day (as some other practices are doing)?

	Since 1st October 2025, we have our online access open for all patients all day within the hours of 8am and 6.30pm. All requests are read by a GP within 24 hours and triaged by a GP to assess the nature of the problem (illness/symptoms). The GP will then allocate urgent on the day appointments, priority appointments (2-7 days), then routine appointments for face to face or telephone (with links to be sent within 2-4 weeks). The key factor is that the practice tries to get back to the patient in a timely manner. Q – If a patient has two problems, can they be added to one online request? A – Yes, we will assess whether these can be dealt with at one appointment. The clinician will make a decision if one condition needs more time. • Staffing We are recruiting for new members of staff in reception / dispensary / clinical roles (ANP/CP) Currently the practice is recruiting for reception – two positions have been offered and we are currently following the recruitment process. The practice is also looking at different models of care and potentially looking to recruit further Advanced Nurse Practitioner, Clinical Pharmacist, Senior Dispenser etc. We will see who applies and how this goes. Q – A patient stated that they order medication through Yogi in Takeley who are taking over a week to dispense, even though the prescription has been sent by the practice. A – We are working on our turnaround time and feel we respond to online requests in a very timely manner. Q – What is the most reliable way of ordering medication (NHS app, online, via external pharmacy)? A – Our response time is timelier if you order through our online system, via our website. Patients can add messages regarding medication dosages or changes, through the online system. We monitor medication use, in line with the need for review dates, as patients may need further tests (urine/bloods) to ensure medication is doing what is expected to keep the patient well. NB If you live within a mile of a high street pharmacy you would be expected to order prescriptions from your nearest pharmacy or chosen pharmacy. Patients qualify for practice dispensing if they do not live within a mile of a high street pharmacy. • DNA appointments – data One of our patients had raised the issue of DNAs and the pressure this inevitably places on resources – these missed appointments could have been utilised by other patients. Dr Tideswell explained that our systems are quite clever now and it will flag up with a percentage of how likely a patient is to attend or not attend an appointment. However, missed appointments should be avoided and does put additional drain on resources. Jake, our IT lead, had provided some data for March and April and there were a significant number of appointments not attended. DNA appointments data Month of March – 224 missed appointments Month of April – 324 missed appointments Q – Is there a faster way of cancelling an appointment as it can be difficult for patients to get through? A – The phone lines are not as busy now as they were prior to the triage service, so patients should be able to get through to let reception know, rather than just missing
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	their slot. However, it may be possible to set up a cancellation line for texting. This is something we will look into. Patients can also send a non-medical triage note as this will be picked up by the reception team and if possible, the appointment is reallocated to another patient. Also discussed was adding information onto the website on how to cancel an appointment and also the data from missed appointments. Action: Jake will look into getting this added as soon as possible.
5	Dispensary Eddie has returned to work - welcome back Ed! We apologise that we could not field a colleague to discuss our dispensary at this meeting, however we will have somebody available hopefully at the next PPG meeting. Review of services – consultant led We are currently doing a complete review of our dispensary and have employed a consultant to come in and help us with this. She is meeting with staff, reviewing our processes and reporting back to the partners and manager. This will take a little while, but we hope to report on this in due course.
6	Questions from patients Q – with the new surgery opening, can patients who live in other areas access the services at Felsted (from Stebbing and Flitch Green). A – Yes, the plan is that patients can collect prescriptions from the new Felsted surgery if they choose this site. Q – Query regarding new ICB and hospital care within the locality of Mid Essex A – Now in the new ICB which caters for 2.2. million people) the footprint should make more sense for our patient group. Generally speaking it should be a positive move for our patients living in Dunmow and the surrounding villages. Q – Could there be a picture board showing photographs of staff which also shows their specialities? A – This is something we will look at doing if staff agree (must have consent to this)
7	Any suggestions for future topics / meetings Dispensary colleague Update on DNAs and cancellation
8	Conclusions and date of next meeting The practice staff thanked everybody for coming out to the meeting. Dates for upcoming meetings – please add them to your diaries: July – Thursday 23rd July September – Tuesday 22nd September November – Tuesday, 17th November

Ground Rules for Patient Group Meetings

1. This meeting is not a forum for individual complaints and single issues as there will be other procedures for supporting patients with these concerns.
2. We advocate open and honest communication and discussions between individuals.
3. We will be flexible, listen, ask for help and support each other.
4. We will demonstrate a commitment to delivering results, as a Group.
5. All views are valid and will be listened to - respect other's views and don't interrupt.
6. No phones or other disruptions.
7. We will start and finish on time and stick to the agenda.
8. The Practice will listen constructively to patients' views and proposals and will respond explaining what action the practice will take. If no action can be taken the Practice will explain why not.
9. Patients take some responsibilities within the group.
10. All communications issued by the PPG will first be agreed by the Group – no communications about the group will be issued by individual members.
11. The Chair/facilitator will keep the meeting focussed.
12. Brief notes (not detailed minutes) will be made recording key actions and decisions only. Notes will be available in the public domain and will not include confidential matters.
13. All PPG members will work together and support each other to meet the objectives of the group.
14. Confidential matters and discussions are not to be shared outside the meeting.