

John Tasker House & Felsted Surgeries

Patient (Participation) Group Minutes

23rd July 2026

6pm-7pm

Practice representatives:

Dr Brasse (GP Partner), Karen Cakmak (Practice Manager), Vicky (Operations Lead); Gill (Compliance Lead); Ed Bond (Lead Dispenser); Jo T (Receptionist)

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 Minutes of the previous meeting would be forwarded shortly (apologies that these were not sent round sooner). Copies handed out for attendees.
4	Updates from the practice - Felsted New Build Dr Seaman is leading this from the GP Partners along with KC as management. Matters are progressing and the practice is liaising with external agencies. We are awaiting further updates, but hopefully new site will be open by the end of the year/early next. We will keep patients informed when we have further news. - Staffing We are pleased to update patients that we have continued to increase the team and recently recruited some new team members. A Senior Dispenser to start in July (3 days per week); Two new receptionists to commence in post shortly; An Advanced Nurse Practitioner who will be joining us in October 2026. We are sad to have lost Tammy, one of our reception team and we wish her well in her new job. We are pleased to note that Eddie our lead dispenser is now back at work and will be happy to assist you in the dispensary. - Communications with patients We have been doing some work in house on standardising how we communicate with patients and setting benchmarks for timeframes on what patients should expect e.g. for review of letters received / discharge summaries etc. This is an ongoing area of focus for us, and we will report back next meeting.

	• Call Times The surgery and reception team have worked incredibly hard to ensure we meet the requirements for answering calls expected by NHS England. We continue to review this on a daily basis with our practice team so that we can be responsive and shift resources when needed.
5	Questions and Answers / Updates Q – there was a query about who decides whether a blood test is needed in connection with a medication review. A - Dr Brasse explained that the prescribing doctor should review this with bloods when patients start new medication, thereafter it will become an annual medication review with the clinical pharmacist at the practice. Q – what does our Compliance Lead do? A – Gill updated the group that her role and responsibilities include reviewing policy and protocols and ensuring compliance in all regulatory areas. This is so that we meet the standards expected within the NHS and for our Regulating body, The Care Quality Commission (CQC). We are currently working on our business continuity plan. In addition, Vicky and Gill will be assisting the PM with setting up the new Felsted surgery to ensure operational compliance. Q – there was a query about the process for booking blood tests at hospitals/other sites A - Dr Brasse explained that the process varies from hospital to hospital and the practice has no control over hospital appointment bookings. The clinician requesting the blood tests at the surgery will be the person who receives the test results. Q – use of the practice website A – Jake, our IT Lead, continues to work on the development of our website and online communications. Q – there was an update regarding the process for contacting families for patients who have sadly died (bereavement policy) A – the practice has been reviewing their policy on this following some feedback from family who said that they had not been contacted. Previously the practice had not always contacted families of patients who had died in hospital or where the family lived some distance away (as families felt this was not helpful). However, the practice has reviewed its bereavement policy and going forward a member of our team will now contact each family following a patient's death and offer support including speaking to the GP responsible for their care.
6	Conclusions and date of next meeting Thanks to everybody for attending – these meetings are really valued by the practice, and we appreciate all the feedback. Date of next meeting: Tuesday 22nd September 2026

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.