

John Takser House & Felsted Surgeries

Patient (Participation) Group

MINUTES

11th November 2025

6pm-7pm

Practice representatives:

Dr Tideswell (GP Partner - DT), Karen Cakmak (Practice Manager - KC), Tamsin (HR Lead - TH), Vicky (Operations Lead – VL), Jo T (Receptionist - JT)

Item no	Topic
1	Introductions of staff members and welcome to patients
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 -phones on silent!
3	Expectations for the meetings -Practice -Patients Purpose of the meeting: The practice advised that we would like to have comments from patients on what's working and what's not - input into what they feel we could do better - making the surgery as good as it can possibly be. Future meetings should be Topic focused where we discuss one or two topics at each meeting rather than trying to cover a lot of subjects. We could discuss things like: Co-designing services, extended appointment timings, fund-raising for equipment etc. Patients are not in favour of zoom-type meetings and prefer the face-to-face meetings. This was agreed and will continue.
4	General discussion points/Q&A Question: A patient asked about the ten-year plan for the surgery - why there are not more services offered here in Dunmow utilising the space in the clinic next door for example and other places like the Day centre - for referrals for things like hearing aids. A patient was referred to Epping for example - was this something we could offer more locally? Answer: DT said that we have met with the ICB re other spaces that could be used. Currently funding is a problem. There is a move to a Greater Essex ICB as from April 2026 and the practice will need to look more towards mid and south Essex as part of the footprint. Question: A patient asked about the new surgery at Felsted.

	<p>Answer: DT and KC spoke about the new Surgery at Felsted as the building has now commenced. The timeline is approximately nine months for completion, but as with all building projects this could be subject to change. The plans are to have seven clinical rooms and also ample car parking spaces for patients.</p> <p>Question: A patient spoke about a request for more signposting and services for neurodiverse patients e.g. autism/ADHD etc. There was discussion about more inclusion and staff training to understand these conditions and to raise awareness.</p> <p>Answer: DT said we would work towards more accessibility for these patients.</p> <p>Question: A patient asked about the new appointments system and commented that there is no option to mark the online request as an urgent request for that day.</p> <p>Answer: DT outlined the Triage system which has been put in place and the service that are offered by the pharmacy (Pharmacy First) and the opticians (MECS – minor eye consultation scheme) locally.</p> <p>Question: A patient asked about the website and whether this could show more services and what is offered?</p> <p>Answer: KC mentioned we now have an IT Lead (Jake) and part of his role is working on the website to improve this.</p> <p>Question: A patient asked about all the new housing around Dunmow and Felsted and what coping strategy do we have for managing the influx of patients who will wish to register.</p> <p>Answer: DT said that there is no strategy at present due to challenges around the changes to NHS England the ICB but thinks the new Felsted surgery will take some of the pressure off JTH.</p> <p>Question: A patient said that they had been unable to request HCA/Nurse appointments and that nurse appointments had been cancelled and then redirected to Felsted</p> <p>Answer: KC explained we are increasing the nursing team but unfortunately cannot always cover when staff are sick (like any other organisation). VL explained you can put your request through online for these appointments as Receptionist sifting through the online requests before sending to doctor and will deal with these requests separately. DT said that it is our ambition to offer more nurse appointments and our nurses are currently training in different skills so we can offer more services.</p> <p>Question: Why do I have to go to Herts and Essex for bloods and I live in Felsted?</p> <p>Answer: DT replied that patients can ask the GP who is requesting the blood test which hospital you would prefer. It is an anomaly of the set up due to JTH facing towards Harlow / PAH and Felsted facing towards Broomfield.</p> <p>Question: A patient commented that the set up in waiting room is not ideal if you are divulging personal information</p> <p>Answer: DT replied that the new surgery should be much better in this regard. We will be looking at options for JTH but this is more difficult due to the configuration and architecture already in place.</p>
5	<p>Structure going forward:</p> <ul style="list-style-type: none"> -Review of previous minutes -Agenda items -Minutes written and distributed -Q&A

	<p>-Frequency of meetings (e.g. every 8 weeks)</p> <p>KC said that an email will go out to all patients who participated in the meeting with the minutes attached. These will also be added to the website for all patients to read.</p>
6	<p>Possible standing topics for future meetings:</p> <ul style="list-style-type: none"> -News items / new developments or updates -Contractual changes e.g. move to Essex ICB / information re our PCN -Staffing changes / estates e.g. new build at Felsted
7	<p>Potential presentations for future meetings:</p> <ul style="list-style-type: none"> -PCN roles – what they do and how they can help -Additional services e.g. MECs / Pharmacy First schemes -Other?
8	<p>Conclusions and date of next meeting</p> <p>KC said that the practice is extremely patient focussed and that compassion is key to what we do as a practice. Currently we are working on a general practice improvement programme where the focus is on patient satisfaction and staff engagement.</p> <p>DT said that currently we are promoting our Google reviews and informed patients of the scan codes. The request was that if patients had a good experience to rate us 4 or 5 Stars and give feedback. This really helps the practice to improve.</p> <p>A patient concluded the Q&A session by thanking the staff for being there and thought this had been most productive for both parties.</p> <p>The practice team thanked all the patients for their attendance.</p> <p>As previously mentioned, patients were not in favour of virtual meetings and preferred the face-to-face model. Going forward - meetings will be every other month.</p> <p>Next meeting: Tuesday 13th January – 6pm in the waiting room at JTH Future meetings for your diaries: Tuesday 17th March – 6pm Tuesday 19th May – 6pm</p>

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.