**Long Furlong Medical Centre – Patient Participation Group**

**Minutes of Meeting held on 23rd July 2025 at 12 Noon on Teams**

**Attendees**: **Chair**: Malcolm K

 **LF Medical Centre**: Dr Karen Barter - Partner, Debbie Major - Practice Manager

**PPG**: Julie T, Janaina R Beryl C, Rebecca M, Sarah M, Angela B, Pat G, Sandie R, Don R

**Apologies**: Hazel K, Virginia P, Karen W, Wendy M-B

**New PPG Members**: The Chair welcomed Sarah M, Angela B and Pat G as new PPG members.

**Minutes of PPG Meeting 16th April 2025**

The MoM to be corrected: Under ‘Appointments System’, change the Appointment numbers data range from September 2024 to April 2025.

**Matters Arising**:

There was extended discussion on matters arising from the previous Minutes and others of interest from PPG Members. discussions are largely covered under the relevant headings below, with the exception of:

* Questions were raised as to the whole-time equivalent number of GPs, as none of the GPs is full-time. Also, which GPs have surgeries on which days, although Debbie explained that this was not a fixed schedule. Malcolm said that that some of this information is available for Salaried GPs in the minutes of the last meeting. However, it would be useful to include the Partners as well.Malcolm will discuss with Debbie to see what information can be made available. **[Action Malcolm/Debbie]**
* The website pricelist for doctor’s time to be removed. **[Action Malcolm]**
* Could the bell on the reception desk be replaced with a buzzer which sounded in reception and the receptionist’s office? Debbie said the bell is audible in the office and, whenever possible, a receptionist is in the waiting area. A notice located near the bell asking patients to wait after using it would be useful. **[Action Debbie]**
* Bike stored in physio’s room: Debbie said she has spoken to Beth about this. **[Action Complete]**

**Practice Changes/ Developments Since Last Meeting**

* Recruitment: No new recruitment is currently planned. Dr Sandeep Dhungana is now a Partner at the Practice. In answer to whether the current level is sustainable for the number of current/future patients, Debbie said the level was ok at present.
* Debbie mentioned the NHS 10 yearPlan[[1]](#footnote-2), involving the ICB&LMC, which will affect Practice planning.
* Extensions to Surgery: on hold due to various planning factors. The Partners are meeting to discuss and more information will be available at the next meeting.**[Action Debbie]**
* Total Patient Numbers: these remain fairly level, with incoming patients matching those leaving.

**Appointments System**

* Appointment Numbers: During the past 3 months, there have been 707 phone calls, 1,833 in-person appointments, plus 1,152 appointments with the Practice Paramedic.
* On average, there are 13 GP appointments available in the mornings and 12 in the afternoon. Each appointment is scheduled for 15 minutes duration.
* In response to whether patients could see the same doctor for successive appointments and if patients can specify which doctor they see, Dr Barter said this was not always possible due to doctors’ schedules, leave etc. However, the Accurx form does allow a request for a named doctor.
* Patient Perspective: In response to a query regarding the Accurx triage system for appointments, it was explained that this is operated by a single, nominated GP who handles on average 100 Accurx requests/day.

**LFMC Patient Survey 2025**

* Receipt & results of survey: Survey is now available on the website along woth the national suvey.
* PPG email address: In response whether a PPG email address could be set up for direct communication between patients and the PPG, this was likely to be in breach of the GDPR[[2]](#footnote-3) regarding patient confidentiality. Marcham Road Practice have their own email address and Debbie agreed to contact the Practice Manager there for more information. Malcolm is also trying to follow this up by meeting the PPG Chair or any member. **[Action Debbie/Malcolm]**
* Google Reviews: there have been many negative reviews posted recently, often with regard to Reception difficulties. Debbie said some of these were ill conceived and is in contact with the relevant Google team to have these amended.
* Malcom said that from his research on the performance of local practices LFMC has the lowest score [2.7 vs highest rating of 4.4). Malcolm & Debbie agreed to discuss and look at how LFMC could improve. Debbie reported that the Practice was looking at how they can improve.

**Patient Communication**

* Website: Dr Barter said she was working with the website management team to address concerns and asked members to let her know of any out-of-date information. **[Action: PPG Members]**
* Malcolm had sent requests for website updates to Philippa and these were being addressed.
* Members also asked if the website could clarify whether each named member of the Practice team was a GP or Partner or other (e.g. Paramedic). Malcolm pointed out this information is available on the website under ‘Home/About the Surgery/Surgery Staff.
* It would be useful to know when patients were transferred from their named doctor to another.
* Newsletter: The next LFMC Newsletter will be issued in August. Malcom will have an opportunity to see this before general circulation.

**PPG**

* Waiting times: There was some concern about the waiting times between getting test results and any corresponding action being taken. Debbie said she was not aware of any significant delays but said that, should they arise, the patient will be informed. The Practice also operates a “buddy” system whereby if a doctor is unable to deal with a request quickly, another doctor can be assigned.
* Medical research: The Practice is not currently involved in any medical research, but does so where relevant.
* PPG Awareness Sessions: Malcolm said he was aware that other PPGs (e.g. Marcham Road practice) held seminars, with guest speakers, for patients on relevant medical issues. Malcolm said he was trying to contact their PPG to see how this operates.Debbie alsoagreed to contact the Marcham Road PPG to check how this operates. **[Action Debbie/Malcolm]**
* Flu & Covid clinics: The Practice intends to hold flu clinics in the Autumn but not Covid sessions. The North Abingdon pharmacy held sessions for both last year and is likely to do the same this year, as do other pharmacies in the region.
* Appointments: Covered under Appointments above.
* Patient feedback: It was suggested that a “Leaving Questionnaire” could be available for patients leaving the Practice to give reasons. Debbie said this is difficult as the patient has already left by the time they are notified and they are no longer the data controller of their records.

It would also be useful to have information on the website on:

* + Doctors joining/leaving the Practice;
	+ Numbers of patients joining/leaving the Practice.
* Accurx submission statistics: these are difficult for the Practice to access but Accurx are working over the next few months on making statistics available
* Online availability of feedback/concerns/job descriptions: Debbie to see if this is feasible. **[Action Debbie]**
* Use of website statistics: It would be useful to know which website pages are visited the most frequently and those accessed rarely. Philippa is currently working on this.
* Notification of new or leaving doctors: See under Patient feedback above.
* Signage & notice boards: Malcolm is drafting suggestions for improvement, based on his and Don’s research. **[Action Malcolm]**
* Comments/suggestions box: It was suggested that the wording on the Suggestion Box in the lobby could be improved. Debbie to look and the current wording and suggested changes. **[Action Debbie]**
* PPG liaising with PCN[[3]](#footnote-4) members: Malcolm and Debbie to take this forward as necessary. **[Action Malcolm/Debbie]**

**Any Other Business**

The potential increase in demand on the Practice due to the extensive new housing in the area was raised. Debbie explained that no new surgeries were planned but did not have further information on potential numbers. As set out under Practice Changes above, current patient numbers have remained steady even though some new housing has been occupied for some time. Debbie also said that there are plans for a new nursing home near Aldi in North Abingdon.

Karen W has recently joined the Patients' Association and messaged PPG members before the meeting in case others were interested in joining. There is no commitment; just a weekly email with useful links covering changes to different aspects of healthcare. She sent to link: <https://www.patients-association.org.uk/>

The issue of parking along Boulter Drive, leading up to the surgery and pharmacy, (as well as Long Furlong school and the Community Centre), had been raised by members of the PPG in 2024. Since then, representations had been made to the Town Council by Karen and Don. A Council meeting in January 2025 had considered the situation but decided not to make any changes.

**Date of Next Meeting**

Wednesday 22nd or 29th October were proposed; to be confirmed once members had chance to see their availability.[These proposed dates to be checked and updated in necessary].

*Post-Meeting Note:* Discussion held between Don, Malcolm & Debbie to shorten ‘Matters Arising’ by drafting a note against each Action raised and issuing this with the next meeting Agenda.

1. 10 Year Plan “Fit for the Future” - aims to transform the NHS by shifting from hospital-centric care to community-based services.

 Integrated Care Board – responsible for planning health services for a specific area in England.

 Local Medical Committees - the bodies representing all NHS GPs practicing in a stated geographical area. [↑](#footnote-ref-2)
2. General Data Protection Regulations - sets out how organisations must handle personal data, ensuring individuals' privacy rights are protected [↑](#footnote-ref-3)
3. Primary Care Network [↑](#footnote-ref-4)