

University Medical Group

PPG Meeting 5/3/26

Agenda

- Actions from last meeting
- Friends and family results
- Updates
- Aim for 2026/2027
- Questions and AOB

Actions from last meeting

- No actions from last meeting
- Update on neurodiversity – information has been removed from the mental health page of the website and put on its own page to make it more visible

Friends and Family

- Very high at 93.4%
- Positive about staff and care
- Continued low complaints

- Issue:
- Had to close list for 2 months
- Patients registering from other practices

Negative FFT comments

- All negative comments are reviewed by partners
- Negative clinical comments are read out at Drs meeting each month
- Usual theme but very low number – unhappy about waiting time in practice to be seen and calling on the day at 8am for GP appointment

Updates

- Positive feedback about car park changes
- HCA rooms have had refurb
- Physician Assistant has been trained in contraceptive implant insertion
- Paramedic being trained to do minor ops

Staff updates

- 2 new pharmacists employed and started - Mazeda and Paniz
- Dr Devesh Persaud started in November
- Dr Klemm returning on 02/07/2026 working Monday, Thursday and Friday
- Dr Cheetham leaving 31/07/2026
- 2 new receptionists started due to leavers.
- Recruited new Phlebotomist starting 16/03/2026 to replace on who move away

Our Aim for 2026/27

- High-quality care
- Financial stability
- Strong workforce
- Learning culture

Priority 1: Online Consultations

- E-consult on practice website
- Saturday GP clinics for advance booking

- Issues :
- Increasing numbers -17 a day
- (more than a half day of GP appointments)
- Increased DNA's for advance appointments
- Managing 4 access points into practice:
- Phones /on-line consult/walk-in/NHS 111 direct booking

Priority 2: Using AI

- AI scribe for notes
- Improved coding,
- Faster admin
- Software for non-NHS work eg insurance reports

- = more clinical time for patients.

Priority 3: Clinical Leadership

- New leads being developed in:
- LD
- Mental Health
- Diabetes
- ADHD
- B12
- Frail Elderly

Priority 4: Partner Transition

- Dr Cheetham is retiring end July
- Stable transition from 3 partners to 2
- (Dr Rashid and Dr Johnston)

- Aim: continuity of care and clear communication.

PPG

- Feedback
- Any questions .