Mendip Vale Medical Group
Your Health, Your Care, Your Medical Group

MENDIP VALE MEDICAL GROUP PATIENT PARTICIPATION GROUP MEETING
Wednesday 17th June, 1:30pm

PPG Attendees	Geoff Matthews	Interim Chair/ PPG Member (PPL)
	Janet Beckett	PPG Member (Riverbank/St Georges)
	Linda Brimecome	PPG Member (Riverbank/St Georges)
	Sheila Williams	PPG Member (Riverbank/St Georges)
	Sandra Dunkley	PPG Member (Riverbank/St Georges)
	Georgie Bigg	PPG Member (PPL)
	Ruth Crick	PPG Member (PPL)
	Geoff Richardson	PPG Member (PPL)
	David Gent	PPG Member (PPL)
	Alan Hunt	PPG Member (PPL)
MVMG Attendees	Dr Joanne King	GP Partner
	David Clark	Managing Partner
	Lois Reed	Assoc. Divisional Director/ Comms & Engagement Ld
Apologies	John Gowar	PPG Member (PPL)
	Maureen Hutchinson	PPG Member (PPL)
	John Gowar	PPG Member (PPL)
	Richard Hamilton-James	PPG Member (Sunnyside)
	Sally Burrell	PPG Member (Sunnyside)
	Clive Harper	PPG Member (Yatton and Congresbury)
	Jane Clarke	PPG Member (Yatton and Congresbury)
	Diane Haynes	PPG Member (Yatton and Congresbury)

Action Points Summary

Item	Action Taken By	Action Description	Completion Note
	LR/MA	eConsult to remain on future agendas	
	AD	Telephone monthly updates to be circulated	
	DC	Updates on Congresbury	
	LR	Virtual meeting on next agenda	
	SP	eConsult Feedback	
	LR/ DG	Review text sent to patients	
	LR/MA	Add the processing of Death Certificates to agenda (on pause)	
	LR	Arrange meeting with Subgroup and DC and JK	Complete
	LR	Email PPG for Digital Subgroup invites	Complete
	LR	The new NHS Contract to be added to the next Agenda	
	LR	Update the complaints and compliments leaflet	Complete
3B	LR	Communications in the patient newsletter and website on what continuity of care is	Complete
3E	LR	Invite Dr M Jenkins to the next meeting to discuss triage eConsult	
6B	LR	Review the latest Complaints report and to add to the next agenda	

Minutes:

Item	Description	Action
1	**Welcome and Minutes of Previous Meeting** • Apologies from Maureen Hutchinson, Diane Haynes, Richard Hamilton-James, Sally Burrell, Clive Harper • Minutes of previous meeting were approved as an accurate reflection of the discussion which took place. Nothing to note from previous meeting.	
2	**PPG Changes** • Following the resignation of Mary Adams and Heather Pitch from the PPG, and from their respective roles as Chair and Vice Chair, Geoff Matthews chaired this meeting in his capacity as Interim Chair. • The practice and the PPG would like to extend their sincere thanks to Mary and Heather for their outstanding contribution over the past several years, and particularly for their dedication and leadership during the last year in their roles as Chair and Vice Chair. Their commitment and support have been greatly appreciated.	
3	**Review of 2025 Survey** • Following the meeting between the PPG and MVMG Management, a document was created to break down the key drivers for change into practical actions for PPG members to review. The meeting included a review of these actions with the PPG to identify any specific amendments, additions, or further considerations. • Ruth Crick highlighted that the overarching themes emerging from the findings were trust, communication, and mutual respect between patients and the practice. The key drivers for change and additional actions for consideration were grouped into the following five areas: **1. Getting in touch with MV** **2. The initial triage is confusing** **3. Lack of Continuity of care** **a) Problems with eConsult and digital use** **5. Results and follow-up communication problems**	
3a	**Getting in touch with MV** • Dr King updated the group on current access performance, advising that average telephone waiting times are approximately 4 minutes, routine appointments are typically available within 1–10 days, and duty lists remain open, although patients may occasionally be offered an appointment at an alternative site. She emphasised the importance of defining what constitutes a service that is "good enough" for patients and welcomed the PPG's support in helping to shape improvements. • The group agreed that the quality of communication between patients and the practice was important. • Lois Reed advised that MVMG's website provider is working in partnership with the telephone system supplier on a project to display live call queue information, including estimated waiting times, on the practice website. • Added Items in Action: o Improve the quality of telephone interactions between patients and the practice. o Pilot the display of live queue information on the practice website, enabling patients to see their position in the telephone queue and the estimated waiting time. o Review and improve the patient compliments and complaints leaflet. • Added PPG suggestions: o Review the demographics of patients submitting eConsults, including whether requests are submitted by patients themselves or on their behalf, to identify patient groups that may benefit from additional support and targeted engagement. o Share practice communications through local community newsletters, such as the Wrington Journal, to improve awareness and reach within the local community. o Introduce a process for collecting anonymous patient feedback following appointments,	

	using both paper and text message surveys to gather regular insights into the patient experience.	
3b	**Lack of Continuity of care** • Dr King outlined the ongoing work to improve **continuity of care** while meeting contractual obligations. The project is being led by Dr Laura Layzell, GP Partner at Yatton Surgery. • The review has included mapping the patient population against postcodes and their nearest surgery, comparing patients' registered GP with the GP they see most frequently, identifying where patients may need to be reallocated to a different GP to balance patient lists, and reviewing GP working locations across sites. Patient lists have also been adjusted to take account of GP sickness absence, annual leave, and maternity leave • The aim of this work is to maximise the number of occasions on which patients are seen by their named GP. Where this is not possible, patients should, wherever practicable, be offered an appointment at their nearest surgery • Patients can currently find out the name of their registered GP by contacting the practice or submitting an administrative eConsult. Following the meeting, Lois Reed confirmed that the NHS App does not currently display a patient's named or registered GP. While the app shows practice details, it does not display the individual GP because this information is not consistently structured across NHS systems. This functionality cannot be enabled locally by practices. Feedback has been submitted to the NHS App development team for consideration • Added PPG suggestions: o Communications in the patient newsletter and website on what continuity of care is including, who their named GP is and when they can expect to know this by.	LR
3c	**Problems with eConsult and digital use** • Geoff Matthews outlined that some of the patient feedback was on technical problems, not using it outside office hours and alternative systems better for patient than eConsult • David Clark confirmed there are several systems in the market which we are considering, including Medicus, Patches and changes to eConsult. We would work with the PPG to see the differences and to see what would benefit the patients and practice.	
3d	**Results and follow-up communication problems** • Dr King explained that the clinician who requests a test is responsible for reviewing and communicating the result. If a test has been requested by a hospital team, responsibility for reviewing and communicating the results remains with that team. • Tests requested by the practice, MVMG aims to keep patients informed of the agreed process. Where results are normal and no further action is required, patients will usually be notified by text message and the result filed. • The practice will proactively contact those patients whose results require further discussion, treatment, or follow-up. • All tests' results can be found on the NHS App.	
3e	**The initial triage is confusing** • Geoff Matthews shared patient feedback highlighting confusion about how decisions are made regarding who patients are booked to see, particularly when they are offered an appointment with a clinician other than a GP. • It was confirmed that all eConsults (including those phoning in and completing a paper form at reception) and urgent appointments are clinically triaged by a GP Partner, with the outcome and next steps communicated to patients by a Care Coordinator. • David Clark suggested inviting Dr Mike Jenkins, GP Partner at Sunnyside Surgery, to a future PPG meeting to explain the triage process, including how eConsults are assessed and how decisions are made regarding the most appropriate clinician for each patient's needs. • It was explained that if a patient has more than one separate health concern to discuss, a separate eConsult should be submitted for each issue. This approach supports safe clinical triage by ensuring that each concern is assessed appropriately and receives the necessary attention. This is one of the issues raised by the PPG survey.	LR

4 **Presentation on the NHS Primary Care Patient Safety Strategy**

- Dr King delivered a presentation on the NHS Primary Care Patient Safety Strategy, providing an overview of patient safety, how the practice learns from incidents, and the actions being taken to continually improve the quality and safety of the care and services provided.

5 **Performance updates –Telephone and eConsults**

- Lois Reed provided an update on eConsult and telephone activity, highlighting that overall volumes have decreased.
- Average telephone waiting times have increased slightly to 4 minutes and 36 seconds. This may reflect a greater focus on having quality conversations with patients, rather than prioritising shorter, time-pressured calls.
- Overall telephone call volumes remain lower compared with the previous year.
- Did Not Attend (DNA) appointments increased from 482 in April to 773 in May. The group was reminded of the importance of patients informing the practice as soon as possible if they are unable to attend their appointment, allowing the appointment slot to be offered to another patient.

6 **Any Other Business:**

a) Befriending Service

- The group discussed the availability of a befriending volunteer service to support patients, including accompanying them to appointments, providing support at home, or offering social companionship. This service is delivered through Volunteer Action North Somerset (VANS).
- MVMG has explored opportunities for this service to support community transport needs; however, this remains dependent on the availability and capacity of volunteers.

b) Quarterly Feedback and complaints report

- PPG members requested access to the latest complaints report to gain a better understanding of how complaints are managed, the themes emerging, and the key concerns being raised by patients. LR

c) MVMG Mergers in West Harptree and Cameley

- David Clark confirmed we are currently reviewing a potential merger with practices within the Bath, Swindon and Wiltshire ICB with current discussion with West Harptree and Cameley. This will not impact our current patient access or care due to being in a different locality and clinical system.

7 **Date of next meeting:**

- Next Virtual Meeting: Wednesday 15th July – cancelled
- Next In-person Meeting: Wednesday 19th August at 1:30pm

Appendix 1: Dashboard

Thursday 02 Jan 2025 - Friday 29 May 2026

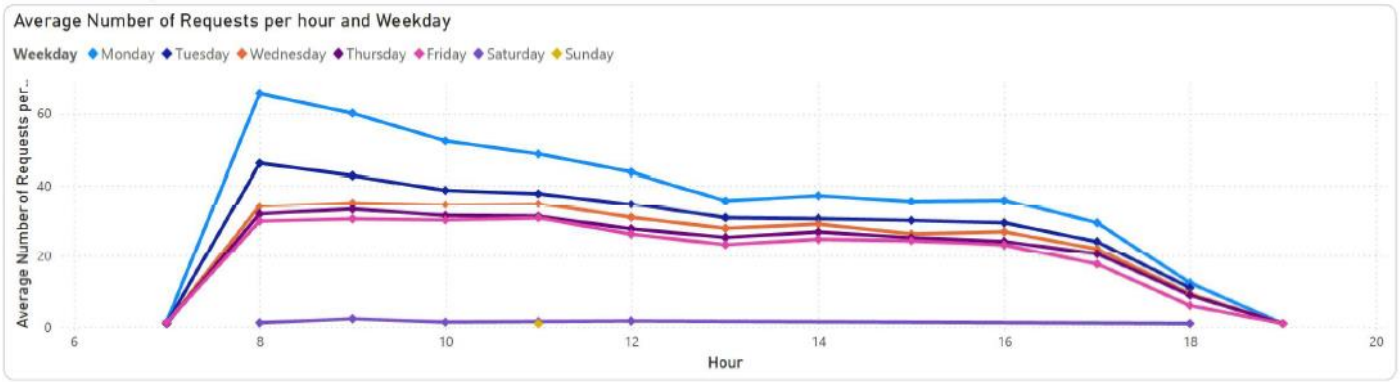
Phone Calls

Start of Month	Queued for Group	Missed from Queue	Answered from Queue	Missed from Queue <10 secs	Average Queue Duration Answered	Call backs Requested	Call backs Made
01 May 2026	12,239	1,452	9,146	364	00:04:36	1,641	1,640
01 April 2026	13,314	1,560	10,390	424	00:04:09	1,364	1,363
01 March 2026	15,314	1,193	12,984	320	00:02:32	1,137	1,135
01 February 2026	13,284	1,033	11,178	282	00:02:53	1,073	1,071
01 January 2026	14,123	1,297	11,654	353	00:03:21	1,172	1,172
01 December 2025	12,621	1,041	10,546	262	00:03:02	1,034	1,034
01 November 2025	13,259	1,176	10,849	287	00:03:19	1,234	1,231
01 October 2025	15,213	1,848	11,990	502	00:04:05	1,375	1,374
01 September 2025	14,035	1,140	12,109	287	00:02:43	786	786
01 August 2025	12,308	869	10,937	250	00:02:28	502	502
01 July 2025	14,102	787	12,921	268	00:01:51	394	394
01 June 2025	14,119	1,049	12,354	336	00:02:23	716	714
01 May 2025	13,281	1,197	11,061	328	00:02:56	1,023	1,022
Total	**235,043**	**20,536**	**196,284**	**5490**	**00:03:00**	**18,223**	**18,202**



eConsult

Start of Month	Visits	Self-help visits	Pharmacy self-help visits	Callback provider visits	Local service visits	eConsults submitted	eConsults diverted	Requests submitted by Patients	Requests submitted on Patients behalf	Average weekly requests
01 May 2026	6400	214	49	75	53	5763	355	3941	1822	1153
01 April 2026	7273	293	151	56	48	6258	379	4299	1959	1252
01 March 2026	8548	238	141	106	88	7129	396	4880	2249	1426
01 February 2026	8194	263	40	80	80	6384	378	4401	1983	1596
01 January 2026	8838	384	166	175	79	6874	449	4769	2105	1375
01 December 2025	6793	218	133	115	73	5092	322	3648	1444	1018
01 November 2025	8412	223	85	69	85	5965	356	4274	1691	1193
01 October 2025	9180	307	25	158	158	6890	391	5214	1676	1378
01 September 2025	8004	223	56	51	72	6456	369	4946	1510	1291
01 August 2025	7762	199	86	78	76	5965	337	4573	1392	1193
01 July 2025	8342	182	101	70	86	6524	309	5080	1444	1305
01 June 2025	8944	205	106	65	49	6361	370	4888	1473	1272
01 May 2025	8681	220	96	70	56	5939	340	4607	1332	1188
Total	**146218**	**4247**	**1767**	**1422**	**1243**	**105809**	**6209**	**78400**	**27409**	**1430**



Appointments

Start of Month	Total DNA'd Appointments	Total Telephone Appointments	Total Face to Face Appointments	Total Duty Appointments
01 May 2026	773	1,538	22,888	994
01 April 2026	482	1,619	24,588	998
01 March 2026	689	1,783	28,427	1,091
01 February 2026	628	1,634	25,915	895
01 January 2026	612	1,881	27,420	928
01 December 2025	708	1,657	24,541	905
01 November 2025	719	1,511	25,875	787
01 October 2025	676	1,730	28,405	1,013
01 September 2025	765	1,660	26,614	968
Total	**6,052**	**15,013**	**234,673**	**8,579**