



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

MENDIP VALE MEDICAL GROUP PATIENT PARTICIPATION GROUP MEETING
Wednesday 22nd October 2025, 1:30pm

PPG Attendees	Mary Adams	Chair
	Sandra Dunkley	PPG Member (Riverbank/St Georges)
	Janet Beckett	PPG Member (Riverbank/St Georges)
	Linda Brimecome	PPG Member (Riverbank/St Georges)
	Geoff Matthews	PPG Member (PPL)
	John Gowar	PPG Member (PPL)
	Heather Pitch	PPG Vice Chair and Virtual Chair (PPL Member)
	David Gent	PPG Member (PPL)
	Maureen Hutchinson	PPG Member (PPL)
	Diane Haynes	PPG Member (Yatton and Congresbury)
	Alan Hunt	PPG Member (Yatton and Congresbury)

MVMG Attendees	Alice Dance	Digital Project Lead
	Leigh Vowles	North Somerset Divisional Director
	Dr Joanne King	GP Partner

Apologies	David Clark	Managing Partner
	Lois Reed	Comms and Engagement Manager
	Sheila Williams	PPG Member (Riverbank/St Georges)
	Ruth Crick	PPG Member (PPL)
	Georgie Bigg	PPG Member (PPL)
	Clive Harper	PPG Member (Yatton and Congresbury)
	Barry Blakley	PPG Member (Yatton and Congresbury)
	Joe Norman	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	Action List Amendments	Complete
	LR	Share Death Certificate Letter to BNSSG Surgeries	Complete
	LR	Special Newsletter edition	Complete
	LR/ DG	Review text sent to patients	
2	LR	Page number on Minutes	Complete
3	LR	Reinstate three-day reminder for Virtual Meeting	Continuous
4	LR/MA	Add the processing of Death Certificates to agenda in Feb	
5c	LR	Volunteer Driver Article in Patient Newsletter	

Minutes:

Item	Description	Action
1	Apologies David Clark, Lois Reed, Shelia Williams, Clive, Ruth Crick, Barry Blackley, Georgie Bigg, Joe, Jane Clarke	
2	Minutes of Previous Meeting Minutes of previous meeting were approved as an accurate reflection of the discussion which took place. Nothing to note from previous meeting. Mary Adams suggested having page numbers on the meeting minutes and reports.	LR
3	Virtual PPG Updates – 24th September 2025 Heather Pitch gave an overview on the latest virtual PPG meeting held on the 24 th of September. Heather noted that it was a quiet session with 10 in total, 4 MVMG, 3 Face to face meeting and 3 from the virtual group. The discussion points included: <ul style="list-style-type: none">• Tea and Tech sessions: A question was raised about the possibility of hosting these in Congresbury Surgery. Unfortunately, the surgery does not have a meeting room. However, the Congresbury School rooms next door would be more suitable, and we can explore facilitating sessions there.• Subject Access Requests (SARs): A query was raised regarding the timeframe for obtaining full medical records for a deceased relative. The timeframe is 30 days. Records must be carefully checked to ensure that the release of information will not cause harm to the family. Mary Adams also advised that patients can also access support through PALS during this process. PALS can help access records through other NHS Trusts and community services.• AI telephone service: The Digital Team is currently reviewing potential services for testing and will liaise with the PPG for feedback. Patients interested in joining the NHS Digital and Transformation-wide PPG can find more information here: Involving people and communities in digital services - Key tools and information - NHS Transformation Directorate• CQC results: A suggestion was made to add information on the website in response to the CQC results. At present, MVMG are awaiting reinspection after taking part as a pilot in the new CQC inspection process.• Confidentiality agreement: The group discussed the purpose of the confidentiality agreement and its implications for both patients and MVMG.• Increasing awareness of meetings: Several ideas were discussed to improve awareness and engagement:<ul style="list-style-type: none">○ Sending reminders 3 days before meetings.○ Including a regular feature in the newsletter.○ Distributing PPG leaflets during engagement events (e.g., at the surgery).○ Displaying posters in the surgery with a QR code.○ Reintroducing use of the PPG email address for submitting topics and questions ahead of meetings.	

The next Virtual Meeting will be held on the 26th of November via Microsoft Teams, which face to face members are welcome to attend.

John Gowar asked whether communications regarding the virtual meetings can be more proactive. It was agreed to reinstate the three-day reminder before the meeting is held to increase attendance. LR

4 **Minutes of meeting 13th August Accuracy**

- **Delays in medical certificates – monitoring**

Dave Gent confirmed that, based on his experience, the process has significantly improved, a point with which Dr King agreed. Dr King noted, however, that the turnaround time for completing death certificates is likely to face further delays during the winter months, when increased deaths typically causes slower processing. Given that, Dave Gent confirmed that death certificate processing should be reviewed in February.

- **Confidentiality agreement – sign off**

Mary Adams confirmed that following several discussions on the content of the agreement, they are now ready to be signed.

Please can all members, whether face to face or virtual, please sign the confidentiality agreement and send it back to Lois Reed (lois.reed2@nhs.net), before the 31st of December 2025.

- **Tea and Tech Sessions – Update**

Geoff Matthews thanked David Gent for arranging the use of the Church of All Saints in Wrington to host a community group session. The event aims to help residents understand how to access and use the practice and pharmacy services, as well as provide an opportunity for them to ask any questions. The sessions are scheduled for the 5th and 6th of November, with each session accommodating up to 20 people.

David Gent noted that if the initial take-up has been successful, that the initiative could be worthwhile to replicate elsewhere. The discussions will focus on helping patients book appointments, use the NHS App, and learn more about the range of services offered by local pharmacies.

Mary Adams added that this event will serve as a trial run before extending the initiative to other areas. She also mentioned that she has contacted Congresbury Church to explore their interest in hosting the next sessions, should the initial events prove successful.

Sandra Dunkley added that a community group in Weston has invited the practice to attend one of their sessions to provide more information about the service. The group also commented on the difficulties they have experienced when trying to book appointments. Mary Adams agreed that this would be a good opportunity to host another event and recommends a discussion after the Wrington events to see what went well and areas of improvement for next time.

5 **Congresbury Surgery**

- a. **Drop-in events**

Following the Congresbury Surgery drop-in events, Alice Dance provided the group with an update on their success on behalf of Lois Reed.

Attendance across the sessions was encouraging, with 15 people attending the first event on 1st September (5pm–7pm), 30 people at the second on 8th September (1pm–3pm), and approximately 30 people at the final session on 29th September (10am–12pm).

The events were attended by Dr Richard Reed, Lois Reed, and Leigh Vowles. It was also noted as positive that Dan Thomas, North Somerset Councillor, attended each session to listen to feedback, conversations, and questions from the community. Discussions covered a range of topics, including transport links, the potential for transforming the facility into a community hub, and even suggestions to convert the area into additional car parking.

Thanks were extended to all PPG members who supported the events, including Barry, John Gowar, Mary, Heather, Clive Harper, Sonya Stocker, and Marianne Pitman.

The group would like to thank Lois Reed for her efforts throughout the process, especially the engagement methods to keep patients and community members informed and involved.

b. PCOG Decision

Regarding next steps, it was confirmed that a Healthcare Overview and Scrutiny Committee (HOSC) meeting has been requested, which has resulted in a delay to the decision. However, the necessary paperwork and supporting evidence are due to be submitted next week. Further updates will follow once the Primary Care Operations Group (PCOG) meeting has been held to review and approve the proposal for the temporary closure to become permanent.

Mary Adams added that HOSC meetings are public engagement sessions open to anyone. Their purpose is to review and assess the impact of changes being made within local healthcare services. She also highlighted feedback from community members expressing the need for a local community hub, which would allow service providers and charities to operate under one roof to better support the community.

Lois Reed would like to add the following:

As HOSC meetings are infrequent, she has requested a virtual meeting with HOSC members to present the Congresbury Surgery proposal and address any questions they may have. Following this discussion, a request may be made to include the item on the agenda for the main HOSC meeting scheduled for January. Lois will provide a further update at the next meeting.

LR

c. Congresbury Carers – Community Transport

Mary Adams received an email from the founder of Congresbury Carers regarding transport options for Congresbury patients to access PPL and Yatton, in light of the potential permanent closure of Congresbury Surgery. Congresbury Carers are also considering winding down due to difficulties in recruiting volunteer drivers. Mary explained that, within the capacity of the PPG, they are able to advertise for volunteers on behalf of existing groups but cannot establish a new service. She recommended including this information in the next patient newsletter.

d. Community Hub Concept

Mary further explained that she recently met with David Moss, Locality Partnership Manager for North Somerset ICB, which commissions health services. the commissioner for all services. He noted that this would be a valuable opportunity if it could be implemented, as it aligns closely with the NHS's 10-year plan and the ongoing aim to move services toward a more community-driven model within the voluntary sector. Following this meeting David has asked a member of Voluntary Action North Somerset (VANS) to host an exploratory meeting which cannot be done until the decision of Congresbury Surgery has been made.

6. **PPG Satisfaction Survey**

Alice Dance provided an update on behalf of Lois Reed explaining that the PPG survey has now been launched with the support of the subgroup. This year, the survey questions have been updated to gather broader insights into patient experience while also allowing for comparisons to track changes over time. The survey has been distributed via text message, the patient newsletter, paper copies in Reception, and visits by PPG members to the surgery. It has been excellent to collaborate with members of the Bristol and South Gloucestershire PPG to ensure the responses better reflect patient experience across the patch. As of this update (15/10/25), 1,809 responses have been received, representing approximately 2.1% of the patient population—exceeding the response rate achieved last year.

Mary Adams added that when the survey is finished on the 1st of November, we will arrange for the survey group to go through the answers and analysis and start to generate a report.

Geoff Matthews highlighted that the key importance of this lies in comparing this year's results with last year's to identify outstanding actions, track progress, and evaluate whether previous changes have been effective.

7 **Complaints Report**

Alice Dance provided an update on behalf of Lois Reed explained that all complaints, from low-level niggles to escalated concerns, are recorded on our system. Each quarter, Lois runs a report detailing the number of complaints per surgery, the types of complaints, and how many were upheld or partially upheld (upheld meaning the complaint was accepted as valid and partially upheld meaning some aspects were valid). This report allows us to identify trends and target areas for improvement within the learning outcomes. In Quarter 1 (April to June), there were 74 complaints, 34 of which were either upheld or partially upheld. Learning from complaints is discussed in the weekly operational meeting and cascaded to relevant teams and managers for review or action. Key themes included reduced appointment access and eConsult issues, alongside ongoing concerns about staff attitudes, both administrative and clinical. Actions from the report focus on closing the loop to prevent repeat incidents and acknowledging areas of success through compliments received. The Quarter 2 report is due and will be shared with the PPG once complete.

Geoff Matthew commented that the report looks very encouraging upon first review, in that every complaint is pursued and communicated back to the individual and others.

Heather Pitch was unsure whether the data breach recorded in Q3 is the same incident referenced earlier in the report. Lois Reed confirmed that these are separate incidents. As the complaint remains unresolved, it continues to be recorded in the report to ensure that outstanding outcomes are tracked on every quarterly report until/ if it is resolved.

8 **2024 Action Plan Updates**

a. eConsult

Leigh Vowels outlined that 6,456 eConsult's were submitted for North Somerset, and, following the usual seasonal trend, this number is expected to increase. From contacting patients, over 50% are responding using the self-booking links, while the remainder require a phone call, often because they do not have a mobile number. Reviewing a three-working-day period in September, response rates were 99.49% and 100%, although on some occasions, staffing issues caused slight drops within the three-day window.

b. Telephone Monitoring

Leigh Vowles reported that the number of telephone calls has also increased, which aligns with the rise in eConsult submissions and follows the expected seasonal trend. This higher demand is likely to continue through the winter months and is expected to stabilise as we move into spring. Telephone data can be found in Appendix 1.

Leigh further explained that there has been some internal movement within the team, with several staff members transitioning to new roles within Mendip Vale and others pursuing external opportunities. This has had some impact on call-handling capacity. However, recruitment is underway, and the team continues to perform well maintaining the objective of answering calls within three minutes.

8 **PPG Annual Membership Review**

Mary Adams reminded the group that it is the annual time to review each member's position within the PPG. She advised that she contact each member individually to discuss their current involvement and confirm whether they wish to continue or stand down. A full review, including any resignations, will be carried out at the next meeting.

Please note, members are also welcome to email Lois Reed (lois.reed2@nhs.com) for updates on their membership.

7. **Any Other Business:**

a. How to book a regular blood test

Following feedback from a local patient, Mary Adams wanted to confirm the correct process for booking a routine blood test. The patient reported that they have been completing an eConsult each time.

Dr. King confirmed that patients can book their blood test appointments by calling the practice directly. Alternatively, they can complete an administrative eConsult form to request the appointment.

8. **Date of next PPG and Virtual Meetings**

- Date of next Virtual Meeting: 26th November 2025
 - Date of next PPG Meeting: 10th December 2025
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Appendix 1: Monthly Data Dashboard

Thursday 02 Jan 2025 - Tuesday 30 Sep 2025

Phone Calls

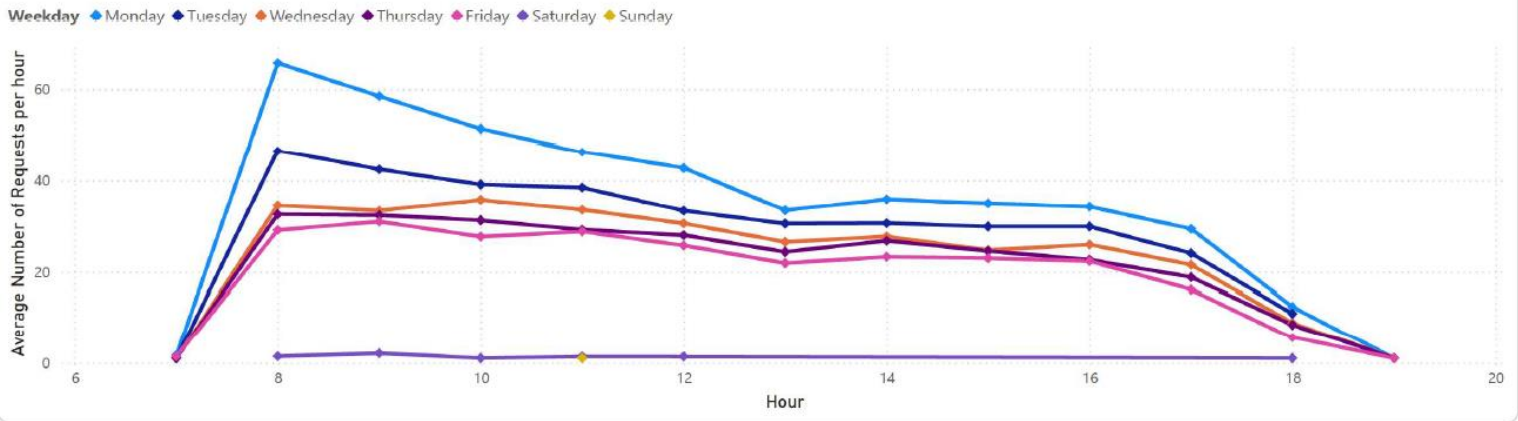
Start of Month	Queued for Group	Missed from Queue	Answered from Queue	Missed from Queue <10 secs	Average Queue Duration Answered	Call backs Requested	Call bac Made
01 January 2025	15,752	1,697	12,009	368	00:03:36	2,046	2,042
01 February 2025	14,165	1,107	12,098	306	00:02:45	960	959
01 March 2025	14,763	1,111	12,686	276	00:02:22	966	966
01 April 2025	13,151	979	11,372	277	00:02:34	800	797
01 May 2025	13,281	1,197	11,061	328	00:02:56	1,023	1,022
01 June 2025	14,119	1,049	12,354	336	00:02:23	716	714
01 July 2025	14,102	787	12,921	268	00:01:51	394	394
01 August 2025	12,308	869	10,937	250	00:02:28	502	502
01 September 2025	14,035	1,140	12,109	287	00:02:43	786	786
Total	125,676	9,936	107,547	2696	00:02:37	8,193	8,182



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 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
01 April 2025	8381	213	113	60	53	5790	316	4471	1319	1158
01 March 2025	9461	241	96	89	57	6097	363	4751	1346	1016
01 February 2025	11471	287	82	49	74	5702	339	4387	1315	1426
Total	82580	2107	977	588	579	55454	3183	42974	12480	1386

Average Number of Requests per hour and Weekday



Appointments Month: September 2025

Total DNA'd Appointments	Total Telephone Appointments	Total Face to Face Appointments	Total Duty Appointments
765	1,660	26,614	968