

**Meeting**  
**Patient Participation Group 16.00pm**  
**Tuesday 21<sup>st</sup> July at Turner Road Surgery**

**Present:**

|                            |                       |
|----------------------------|-----------------------|
|                            |                       |
| Note taker: Rashida Agboke | Elaine Leader         |
| Mike Lemon – Vice chair    | Syed Hadi - Treasurer |

**This meeting was on teams and face to face** – The main aim of the meeting was to discuss the GP Patient Survey results and July's Newsletter. We also discussed some surgery updates.

**Apologies:** Debra Frisby, Susan Mitchell, did not attend

**GP Patient Survey results**

We discussed the GP Patient Survey results. 501 surveys were sent out and 117 surveys were sent back. The response rate is only representative of 1.1% of our patient list size.

Overall 75% described their overall experience of this GP practice as good and we were ranked 9th out of 16 in all the Surgeries in Colchester.

Areas of performance that stood out -

87% find the reception and administration team at this GP Practice helpful

94% knew what the next step would be within two days of contacting their GP practice.

I think these indicators highlight good communication and a good GP, patient relationship centred around trust.

To Work on

46% find it easy to contact this GP practice using their website

38% find it easy to contact this GP practice using the NHS app

We had a look at the website all together to see the usability and everyone made suggestions of how to make the website more user friendly including making it clear that contact via accurx means they can book appointments online.

Mike mentioned he found using the NHS app difficult and also found it hard to send in his blood pressure readngs - Rashida will look into this.

The ppg group agreed to give more feedback re the usability in the next meeting in September

### **Discuss /create Julys Newsletter**

We discussed having some of the GP survey results on the newsletter and also the new registrars.

We also discussed having a section on expedite letters and lead times. We discussed that hospitals are rejecting expedite letters that are not specific and state worsening symptoms, rather than the specific changes in symptoms that have occurred.

Some of the longer waiting times for referrals:

Gastroenterology - 63 weeks

Urology – 51 weeks

Spinal - 43 weeks

ENT (Ears Nose and throat) - 45 weeks

Respiratory - 55 weeks

### **People announcement**

We have two new registrars starting (trainee doctors).

Kasun Kuruwitaarachchi will be starting with us on the 10th of August and

Sonia Latif will be starting on the 4th December

### **AOB**

A note for Rashida to send a reminder two weeks before the meeting

### **Date of the next meeting**

22<sup>nd</sup> September 2026 4pm, face to face and on Teams