



The Birches
Medical

PATIENT PARTICIPATION GROUP MEETING

DATE:19/05/26 at 13.00

	Description	Actions
1	<i>In attendance:</i> Liz Heimes, Stacey Ramsden, John Ogle, Margaret Ogle, Anne Brown <i>Apologies:</i> Atta Hanfa	
2	<u>Retirement of Adrian Koskie from the PPG</u> Liz confirmed that she emailed Adrian after the last meeting but has had no response	
3	<u>Minutes of last meeting</u> - Minutes were approved from February 2026, EAH will add to board in the porch and add to the website - Items outstanding from Minutes of last meeting: Newsletter. It was decided to put this on hold for now.	EAH
4	<u>DNA's</u> John advised to leave this until her gets his new computer. Stacey advised that the information would download but it will not currently send to John.	
5	<u>Triage service</u> Liz confirmed that the practice is in the process of using Accurx, Her and Stacey have training on this today. It will be used for triaging, appointment reminders, video	

	calling, sending links to patients. Iplato will run along side this for a few months. The practice will update patients when we are ready to go live.	
6.	<u>Staff & Clinical sessions</u> EAH advised that we have a new salaried GP working at the practice 6 sessions per week Dr Chi Osiogogu. He will be working 8 session until the end of March then dropping to 6 session, Monday, Thursday and Friday. Jen is our new receptionist working Tuesday, Wednesday and Friday mornings. Dr Harris has announced her retirement in July after working at the practice for 25 years, will be sad to see her leave.	
7	<u>Students</u> The practice is still housing medical students, the latest students have been orthotic and paramedic students. Unfortunately the young lady due to attend practice for work experience had a death in the family therefore could not attend.	
8	<u>Minor Surgery</u> Liz confirmed that this is not currently done in practice and we therefore have to refer. It is something we want to do in the future. Hopefully when we have another GP start this may be something they are interested in doing. Advertising for GP currently.	
9	<u>Survey</u> John advised that he has just over 120 paper surveys, he will start to analysis these as soon as he gets his new computer. John advised that we require another 50. Liz to update admin. Margaret asked how the surveys were given out, Stacey confirmed that some GPs had given them out as the patient leaves the consultation but most had been passed to patients by admin.	EAH
10	<u>GP Update</u> Currently advertising for a GP to work Tuesdays and Wednesday as Dr Harris is retiring in July. Dr Ali has been working Wednesday afternoons and Dr Robert works All day Tuesday and Friday mornings as an extra session.	
11	<u>Any other business</u> John, Margart and Ann all wanted to express how impressed they were with Claire our newest member of the practice nurse team. Liz will ensure this information is passed onto Claire.	

	NEXT MEETING: TUESDAY 25/08/2026 AT 1.30PM	
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