

**Patient Participation Group Meeting**  
**Thursday 18<sup>th</sup> June 2026 at 14:00 to 15:00**  
**In the Staff Room at Dewerstone Surgery, Hampton Avenue, Torquay**

**Attendees:** SW : Business Manager Chilcote Surgery, GR: Operations Manager, MR – PPG Chairman ,  
HJ, DB, YS, PM, AD

**Apologies:** SM, TB

**Guests:**

**Patients:** 16067 (18<sup>th</sup> June 26)

|   | Actions from previous meeting – premises is ongoing, we have a place we would like but it is slow going, you will all be one of the first to know if everything goes ahead. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Changes at Chilcote Surgery                                                                                                                                                 | <p>2 nurses are currently on Maternity leave, we have 2 new nurses on board and are now trying to recruit another nurse. We have interviews currently ongoing to complete our nursing team.</p> <p>We have taken on 2 apprentices for the non-clinical side of the business, to learn the administrative side of the surgery.</p> <p>We have a trainee phlebotomist starting at the end of June.</p> <p>We are interviewing for a new GP starting next week, we are hoping that we have the capacity to take on 2 GPs.</p> |
| 2 | Newsletter for Chilcote Patients                                                                                                                                            | <p>We can add onto the plan for covid vaccines going forward.</p> <p>Lateness – advise patients around arriving 5/10 mins early and the knock-on effect that this has on clinicians and other patients.</p>                                                                                                                                                                                                                                                                                                                |
| 3 | Friends and Family review                                                                                                                                                   | <p>96% good/very good.</p> <p>Discussed some of the poor comments and explained what and how it had been dealt with, we have had a lot of absence in the nursing team which are trying to alleviate by putting on extra clinics and making nurse recruitment our top priority.</p> <p>Discussed the coding of Anorexia, which in medical terms is a lack of appetite.</p>                                                                                                                                                  |
| 4 | Patient survey                                                                                                                                                              | Last year's patient survey handed out to all. Went through the questions to agree/update the questions that will be asked for this year's survey.                                                                                                                                                                                                                                                                                                                                                                          |
| 5 | Contract Changes                                                                                                                                                            | SW went through the contract changes that were implemented from 1 <sup>st</sup> April and all data has been given out to everyone to show the numbers that we are currently dealing with across the surgery.                                                                                                                                                                                                                                                                                                               |
| 6 | IT Update inc AI                                                                                                                                                            | Dr Rowe is now our clinical safety officer after successfully completing her training for this role. We are looking at AccuRx navigator which has an overlay of AI that reads a triage to suggest signposting of example looking for problems that can go to Pharmacy under the Pharmacy first scheme, this will help with our on the day capacity.                                                                                                                                                                        |

|   |                  |                                                                |
|---|------------------|----------------------------------------------------------------|
| 7 | Telephony Data   | Surgery connect data reviewed for the month of May.            |
| 8 | Appointment Data | Appointment data reviewed.                                     |
|   | AOB              | Next meeting?<br>Thursday 24 <sup>th</sup> September at 14:30. |

| Date       | Item | Action                           | Owner | Update | Status |
|------------|------|----------------------------------|-------|--------|--------|
| 18.06.2026 | 4    | Send out patient survey for 2026 | SW    |        |        |

