

# TOGETHER FOR PATIENTS

## THE ORCHARD PARTNERSHIP



PPG MINUTES



### The Orchard Partnership Patient Participation Group (PPG)

#### Meeting Minutes

**Date/time of meeting:** Mon 1<sup>st</sup> December 2025, approx. 12.30-3pm

**Venue:** In person at Old Orchard Surgery, Wilton

**In attendance:** Carole Slater (patient), Pauline Rose (patient), Pete Blackman (patient), and James Druce (TOP).

**Apologies:** Dr Ali Corke (TOP), Sophia Strong-Sheldrake (patient) and Karungi Grant (patient).

#### Points discussed:

- Members were welcomed.
- Previous meeting minutes were reviewed and agreed.
- Flu and covid vaccination clinics were discussed as being highly successful over the recent months, with excellent attendance. Members commented that some attend as patients and found the experience to run smoothly.
- The new GP partner Dr Daniel Chapman was acknowledged and welcomed as he brings new skills and experiences into the TOP partnership team, as Dr Hugh Bnidd will be retiring towards the end of January 2026.
- James shared that TOP have started some new phlebotomist training as the partnership tries to increase capacity. A conversation was had about the challenges of recruiting in rural locations and the current skills pool. Training is starting with individuals and is going well.



- The new phone system continues to bring benefits, with reduced call wait times and a smoother experience for patients. Those attending reported that it has been a smooth experience for them when they have called. TOP will continue to monitor our new phone data, now that we have this available on a more regular basis. James shared how several tweaks and improvements have been made to date, and we continue to listen to the feedback that is received from patients and via the staff team. James felt the partnership has been very good at responding to feedback and several things have been improved already, such as clarifying messaging options/times and streamlining call flows to give patients clearer information.
- James shared that Nurse Tracey has recently retired after 8 years of service with TOP, which is of course a loss for the surgery, but that we all wished her well and that she very much enjoys a well-earned retirement! Best wishes and congratulations to Nurse Tracey!
- Dispensary centralisation and staffing – Fovant dispensary has recently been combined at the Wilton dispensary to create a more resource efficient and streamlined operation. This is helping to provide operational resilience and efficiencies in an increasingly challenging contractual environment. This move has worked very well as Fovant non-acute prescriptions are now prepared off site and then delivered to the site for collection by the patient. TOP have received a piece of feedback/complaint that a patient didn't like to wait the extra day, however most patients have found no issue. The advantage of this move is helping to create greater resilience in the dispensing operations across TOP and is helping provide greater efficiency – helping the partnership retain these services and build a future resilient dispensing operation.
- The partnership continues to manage and juggle a range of operational complexities and the constant number of changes at the moment in the political landscape – all this has a knock-on effect to not only operations but also staffing – so it has been a very challenging time. The members shared positive experiences with clinical and non-clinical staff, with comments being fed back from other patients (third hand) about the caring approach taken by TOP staff.
- The partnership is continuing to look for ways to become more sustainable and has seen paper use reduced in some areas by reducing the need for avoidable printing – the new online system has helped streamline some aspects of patient communication, which previously were being printed. This is hoped to continue to increase and help the partnership continue to reduce avoidable paper use.
- Carole shared the success of the Shrewton PPG's summer garden party, celebrating its 40<sup>th</sup> anniversary and how this has helped raise the groups profile, with others in the community now more interested in its work.



- The partnership continues to look forward to progressing and developing its services in the light of new NHS contracts and Public Health England arrangements and is looking forward to a positive and healthy New Year!

### **NHS Friends and Family Feedback**

(figures are cumulative to date, over approx. 2.5 years, 17,305 responses to date)

- Good and Very Good respondents: 97.47% (previously 97.46%)
- Poor and Very Poor respondents: 1.1% (previously 1.1%)
- Neither good/bad or don't know (mid rating): 0.94% (previously 1%)

### **A small selection of latest patient comments:**

*Didn't wait too long in waiting room, doctor was thorough and listened to my concerns and addressed them*

*Very helpful, efficient, and friendly team.*

*Long waiting time at surgery and 3 week wait for appointment but excellent service from the GP.*

*Prompt efficient service*

*Dr was very welcoming & sympathetic on our first meeting & listened attentively to my reason for visit. They were helpful with advice & we agreed a good course of action. A very positive first experience with a dr following recent move to the surgery.*

*Efficient and quick appointment*

*The environment was well managed and quiet. My appointment was on time and the phlebotomy carried out efficiently.*

*Appointment was on time, and the Doctor was enthusiastic about getting treatment for myself.*

*I always get excellent service, and all the admin staff nurses and doctors are really special. As are the people in the dispensary. I feel as though I am the only patient and they always make time to listen*

**Date of next meeting:** Mon 2<sup>nd</sup> March 2026 – 12.30pm

**Venue:** Virtual on MS Teams (invites sent nearer the time).

