

TOGETHER FOR PATIENTS

THE ORCHARD PARTNERSHIP



PPG MINUTES



The Orchard Partnership Patient Participation Group (PPG)

Meeting Minutes

Date/time of meeting: Mon 2nd March 2026, approx. 12.30pm

Venue: Virtual – Microsoft Teams

In attendance: Carole Slater (patient), Pauline Rose (patient), Pete Blackman (patient), Sophia Strong-Sheldrake (patient), and James Druce (TOP).

Apologies: Dr Ali Corke (TOP).

Points discussed:

- Members were welcomed to the meeting.
- Previous meeting minutes were reviewed and agreed as an accurate record.
- A general discussion took place around repeat prescriptions and the challenges some patients have been experiencing in accessing the right medications at the right time.
- Members raised that on occasion, full repeat prescriptions were being issued and dispensed when only one or two specific items had been requested by the patient. This was flagged as a potential source of medication waste.
- James acknowledged this as valuable feedback and confirmed it would be fed into ongoing improvement work.
- Supply chain issues were also discussed – sourcing certain medications from suppliers has been an ongoing challenge across the sector.
- The importance of the dispensary as a central part of the practice's service was acknowledged, with members reassured that improving dispensary operations remains a key priority.
- James introduced the practice's new pharmaceutical and dispensary management system, Titan PMR, which is due to be implemented in the coming months. Key benefits discussed included: greater staff and resource efficiencies across all four rural sites; a just-in-time stock model enabling faster sourcing



from suppliers, particularly important for acute medications; improved accuracy in managing repeat prescriptions; and full end-to-end traceability of a prescription from request to patient collection.

- Member question – Will Titan notify patients when their prescription is ready to collect? James confirmed that yes, patients will receive notification via email and potentially SMS when their prescription is ready.
- Member question – Will the system flag to staff when a medication has not been picked up? James advised that his understanding is yes – the system will alert the dispensary team when items remain uncollected after a defined period, allowing follow-up.
- **Action: James to confirm the uncollected medication alert functionality with the system provider.**
- James noted that whilst some initial teething challenges are anticipated, once fully embedded, Titan is expected to deliver a safer and more efficient dispensing service across all four sites.
- The team have been working hard to reorganise stock levels and streamline dispensary operations in preparation for the Titan implementation.
- No further questions were raised. James thanked all those attending and closed the meeting after approximately 45 minutes.

NHS Friends and Family Feedback

(figures are cumulative to date, over approx. 3 years, 17,485 responses to date)

- Good and Very Good respondents: 97.49% (previously 97.47%)
- Poor and Very Poor respondents: 1.08% (previously 1.1%)
- Neither good/bad or don't know (mid rating): 1.55% (previously 0.94%)

A small selection of latest patient comments:

Everything was checked thoroughly and I felt listened to and supported. I would highly recommend the surgery to others.

Our doctor was kind, caring and very efficient. He asked lots of questions, carried out a thorough examination and has brought about an almost complete recovery. He was absolutely brilliant.

I was seen by the practice nurse who was very kind and efficient. I have had lots of blood tests in my time and I can say that she was one of the few who made the experience completely painless — I didn't get the usual bruise!

Helpful staff and GP, easy to get appointments.

I was given an appointment the same day as I phoned in. A referral was made and I've already had the appointment for that. You could not get better service anywhere.

The Orchard Partnership always give an excellent service. I have been looked after for many years by this dedicated team.



Highly empathetic staff — receptionist and nurse. Clearly very experienced, the nurse's care was so efficient and friendly, putting me at ease. She was very thorough in making sure she had the correct answers to my questions too.

Thoughtful, measured care from our doctor. Also, a member of the pharmacy team was super kind and helpful, giving time to sort out an admin issue with my medicine from the NHS App.

Welcoming, and provided with an explanation to the small procedure which made me feel relaxed. Friendly, kind service from both the doctor and nurse. Thank you Orchard Partnership!

Date of next meeting: To be confirmed – June 2026

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

