

# **GRENOSIDE SURGERY PATIENT PARTICIPATION GROUP MEETING MINUTES**

HELD ON WEDNESDAY, 19<sup>TH</sup> NOVEMBER 2025  
WADSLEY BRIDGE SURGERY, CONFERENCE ROOM  
TIME STARTED: 9.15 AM

## **Present:**

**Chair:** Alison Leigh (Reception Manager), Beth Jackson (Receptionist)

**Minutes:** AL

**Patients:** AH JP KS

## **Agenda:**

- Hilary (RIP)
- Chairman/Lady
- Covid/flu vacc volunteers – Thanks to David
- "a review of new appointments booking procedure" – **A.S**
- Comps email – complaints/compliments/comments
- Total Triage: Positive feedback.

## **Discussion:**

- As you may or may not be aware, Hilary our deputy manager who has been chair of our previous PPG meetings sadly passed away on 26/08/25. This was shocking and upsetting news to Grenoside/Wadsley bridge surgery patients and team members.
- Chairman/lady, PPG next meeting this will be discussed. As this was unfair to discuss today as there was only a few people who could attend today.
- Many thanks to David who attend our PPG meetings regularly and was a volunteer for our covid and flu clinic on Saturday 4<sup>th</sup> October 2025 and was given a voucher. Thank you, David, for your support.
- "A review of new appointments booking procedure" Again this was only touched on I felt this would be unfair to discuss without the present person at the meeting to discuss this further.
- Comps email; we discussed how this email is used/monitored. Email address [syicb-sheffield.grenosidecomps@nhs.net](mailto:syicb-sheffield.grenosidecomps@nhs.net) is now active and is monitored by Beth, we discussed

how this can be used/branded as. AH said how this could be made for more concerns rather than “complaints” as not everything needs to follow procedure of a complaint. This was very good advice, and the email address is welcomed by all feedback from patients whether this be positive or negative and we do encourage positive feedback too. We will be publishing this on our newsletter & website.

- We discussed the website update as per last PPG meeting, this will be discussed with KE.
- We discussed how effective total triage has been and how it has worked for us as a surgery and the reception team/phonelines. Total triage has had much positive feedback from patients and those involved at the surgery. Booking GP appointments go via total triage in the first instance, if you are sent a booking link, this can be used, if you are unable to use the booking link, you can contact reception team who will assist. JP asked about booking of appointments for nurses/HCA/Clinical pharmacist. AL informed these are still to done via reception team. However, for example if a patient requests a ‘PSA bloods’ this would have to go via a GP total triage form. AH JP KS happy with quick responses from completing total triage forms.
- Phone lines/waiting times have decreased since the total triage has come into action.
- Hubs/out of hours/walk-in centre discussed, these are 3 of the services discussed that we could book into from the surgery.
- Praise from AH JP KS for the reception team.
- Total Triage: Positive feedback, I have pasted just 1 of the positive responses we have received ‘Total Triage: some very positive feedback. My local pharmacy in Birdwell could not get hold of one of my regular drugs and suggested I make an appointment to see a GP to get an alternative. I filled in the form explaining all this and five minutes later had a text from Dr Moody saying he would give me a paper prescription for the same drug. I picked it up a couple of hours later from reception and got the drug from Well. Saved everyone a lot of time - brilliant.’
- KS mentioned having the positive feedback received displayed, via website/online.

Many thanks to those who attended today’s meeting.

If anyone has any feedback they would like to share please email me at [syicb-sheffield.grenosidecomps@nhs.net](mailto:syicb-sheffield.grenosidecomps@nhs.net) and It may appear on our next newsletter.

Date of next meeting: To be confirmed (March/April 2026)