

Mickleover Surgery PPG 25.9.2025

Present: Gail Johnson, Brenda Bell, Janis Gregory, Sue Atherton, Lesley Wells, Marion Hall,
Angela Maine – Practice Manager
Danielle Roberts – Assistant Practice Manager

Apologies – Sharon Conroy

Welcome and Housekeeping

Angela welcomed Janis to the group.
Angela covered the welcome and housekeeping.

Matters arising from the minutes of the meeting held on 2.7.20025 – Dr Mbah is retiring as a partner in the practice, but she will be replaced by a salaried GP, and she may do locum work.

Rapid Health

Marion shared information from a meeting she had attended.
The practice will start on boarding on 6th October and the system will go live on 18th November.

It is an AI triage system which will guide patients through a questionnaire and then direct to an appropriate outcome.

R – red – same day appointment

A – amber – 2-4 days appointment

G – green – appointment within 28 days.

Patients will need an email address to be verified.

Those not able to use the system will be triaged by the reception staff, using the same questionnaire.

Additional appointments e.g. with the nurse or pharmacist will be introduced over a period time.

Flu/Covid Clinics

Angela asked for volunteers from the group to help with clinics on 4th/11th/18th October, and all slots were covered.

Patient Questionnaire

It was suggested that with the changes in the booking system that perhaps the focus of the questionnaire could be communication, to try and make sure everybody has access to what they need.

Lesley and Sue to compile appropriate questions.

AOB

There is currently a vacancy for an HCA. Several interviews have taken place and the post should be filled soon.

Next Meeting

The next meeting will be held on 21st January 2026 at **6.00pm**