

Leatside Patient Group (LPG) – General Meeting

Minutes	Tuesday 04 November 2025	18:00 hrs	United Free Church, 56 Fore Street, Totnes TQ9 5RU
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Type of Meeting	General Meeting <i>Any amendments to the Minutes to be raised at the Annual General Meeting in April 2026</i>
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Attendees	<p>LPG: Mike Mintrum (MM, Chair) Katie Porkess (KP, Vice Chair), Janice Balch (JB, Secretary), Sue Barry-Campbell (SB-C), Rod Hewett (RH), Sally Lougher (SL), Jack Paterson (JP), Julie Spinks (JS)</p> <p>Leatside Surgery: Martin Randall (MR, Practice Manager), Dr Jon Hossack (DrJH), Dr Kate Gillard (DrKG), Hayley Pomfret (HF)</p> <p>Patients: circa 60</p>
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1. Welcome & Chair's opening remarks	MM welcomed everyone to the meeting and introduced Dr Gillard, Dr Hossack and Hayley Pomfret. He requested permission to record the meeting. There were no objections.
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2. Apologies for Absence	None
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3. Minutes of General Meeting held 15 April 2025	Accepted, subject to amendment to the 'Date of next meeting' section
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4. Matters arising – not otherwise an Agenda item	None
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5. Chair's Report	<p>MM indicated meeting schedules for 2026 would soon be prepared and listed on the LPG website. He thanked Martin Randall and all staff at Leatside for their support through the year and members of the Leatside Patient Group for their work throughout the year.</p> <p>MM outlined what Leatside Patient Group (LPG) had undertaken over the past year:</p> <ul style="list-style-type: none"> i) Amended the LPG Terms of Reference (accepted and approved at the AGM on 15 April 2025). ii) As there have been difficulties in disseminating information about the group's work, MM urged those present to log onto the newly created LPG Facebook page. iii) Volunteers from the patient group helped at three COVID and Flu Vaccination clinics held in October.
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6. Pharmacy campaign report	<p>MM provided a summary of the campaign - why it had been started, the petition which gathered 3,000 signatures, presentation of petition in Parliament by Caroline Voaden M.P., an expression of opinion to the Integrated Care Board (ICB), a request to patients to provide descriptions of problems in obtaining medication, representation to the Pharmacy Needs Assessment (PNA) and, most recently, a discussion with Pharmacy Devon. The PNA is expected to be published shortly.</p> <p>Future action is being considered but will depend on the outcome of the Pharmacy Needs Assessment.</p>
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Comments were received from the floor: -

1. Basic medications are missing from Well and Morrisons e.g. soluble paracetamol.
 - MR replied that Well now has a new manager and Morrisons has a new pharmacist, and the pharmacies appear to be improving their services.
2. Leatside Surgery serves both town and rural areas. (5,000 of Leatside's 15,000 patients live outside Totnes) Patients may have to visit the pharmacy several times before their full prescription medication is ready. This is particularly difficult for patients living in rural areas.
 - DrJH replied that each week the surgery receives a list of medications which are not available. The data on this list is about a month behind real time data. This data lag causes real problems with prescribing and problems for both patients and the surgery. If a pharmacy does not have the medication the pharmacy should be able to release the prescription back-up into the system to allow the patient to source the medication elsewhere. If there is a difficulty foreseen, a paper copy of the prescription can be issued. Boots Pharmacy has an online medication stock checker. Difficulties when collecting medication from the pharmacies and it turns out that they have only parts of the order.
 - MR answer – Well and Morrisons will shortly be able to text patients when all medications are in their pharmacy, and the order is complete.
3. Concern was expressed about Totnes going from having two pharmacies, as current, to one.
 - MM reported that this concern had been expressed to the Devon Pharmacy Committee.
4. Could Well move to the empty pharmacy space at Leatside?
 - MR indicated that it has been discussed.
5. Patients are finding they cannot phone the pharmacies to find out if their prescriptions are ready.
6. A patient praised online pharmacies and said it removes many of the stresses of sourcing medication and delays.
 - DrJH and DrKG reminded the audience that, by using local pharmacy services, we maintain the ability to get quick face-to-face advice under the 'Pharmacy First' scheme or the ability to collect 'on-the-day' urgent prescriptions.
 - MR said that between them, Well and Morrisons could provide capacity that equals one full time equivalent doctor.

DrKG described the vaccination clinics held in October.

- 3,803 vaccines were administered, including COVID-19, Flu, Shingles and Pneumococcal. In addition, there were 301 blood pressure and cholesterol checks, with a focus on cardiovascular disease.

7. A patient expressed surprise about having unexpected extra checks at the vaccine clinic as she ran into difficulty with taxi waiting/car park timing.
 - MR explained that the checks were only carried out where the records system had flagged them up. He will make sure that the vaccination clinic email will be more carefully worded next year to include the possibility of additional checks being carried out.

MR reminded the audience that Leatside employs three pharmacists and two pharmacy assistants who carry out medication reviews and provide medication advice.

7. Secretary's Report	<p>JB reported that following amendments to the Terms of Reference and the introduction of 'Observers' at our meetings, the LPG enlisted two new members, Jack Paterson and Rod Hewett to the Committee.</p> <p>Fiona Green, who has recently resigned from the committee, was thanked for her hard work on the Pharmacy Campaign and for trying to persuade KEVICC pupils to join the committee.</p> <p>Minutes of past meetings are posted on the LPG section of the Leatside website and provide a detailed description of what has been discussed and what actions taken.</p>
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8. Practice Manager's Report	<p>MR, Leatside's Practice Manager since 2014, reported that:</p> <p>The surgery is currently focussed on improving three areas of care:</p> <ol style="list-style-type: none"> 1. Proactive care 2. Making every patient contact count by maximising the use of every appointment. 3. Responding to patient demand <p>Leatside has improved Proactive Care with its QOF (NHS Quality and Outcomes Framework) score rising to 96.5, matching top-performing practices nationally.</p> <p>The surgery handles 100,000 appointments per annum. Patients have unlimited access to the healthcare system. A new GP contract in April 2025 increased the payment to NHS GP surgeries to £121/patient/annum for all services including staffing costs, rates, heating, lighting, building maintenance etc. Additional funding is paid for specific pieces of work e.g. vaccinations and enhanced services.</p> <p>MR explained why the practice wishes to change the appointment system –</p> <ul style="list-style-type: none"> - waits for hospital treatment are lengthening. - more patients need looking after in the wait period. - surgery resources have not grown to accommodate this. - the patient survey showed there was most concern about getting an appointment in reasonable time and improving continuity of care with a doctor of your choice. - the number of Leatside patients who book an appointment but do not attend (DNA's), is one of the highest in the Devon system. This equates to the loss of one week's work for the surgery. - Leatside seeks to promote faster access to care and a fairer system for everyone. Currently all requests join the queue. It is difficult to prioritise appointments by urgency. - There are long waits for routine appointments and clinicians spend time sorting out problems with medication. <p>A change to a Total Triage system means that -</p> <ul style="list-style-type: none"> - requests go through one route. - A clinical team reviews each request. - patients will be directed to the right professional at the right time. - the need for pre-appointment tests is identified. - waiting times to see a GP/surgery clinician can be cut from 7 weeks to 2 weeks. <p>The online form is the better way for patients to use the triage. Benefits are –</p> <ul style="list-style-type: none"> - Faster responses and shorter waits - Safer, fairer prioritisation - Easier access to the right care
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	<ul style="list-style-type: none"> - Better continuity with your GP <p>The practice will be supporting patients through this change.</p> <p>Triaging will start from Monday 05 January 2026. There will be a pause in booking appointments from mid-November to allow the appointment back-log to clear. Considerable clinical time will be put in early January when the new triage system comes fully onstream.</p> <p>There is a 'Frequently Asked Questions' page on the Leatside website and a 'feedback' page. The Leatside Patient Group will be involved.</p>
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9. New arrangements for surgery appointments	<p>As set out above.</p> <p>A copy of the Practice Manager's slides is attached to these Minutes.</p>
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10. Questions from the floor	<p>How much information will the triaging system ask for?</p> <p>What happens if the patient is deaf and does not wish to use the online triage form?</p> <ul style="list-style-type: none"> - The patient will be contacted using his preferred mode of communication and this preference will be put on the system. <p>What will happen to those triages not handled that day?</p> <ul style="list-style-type: none"> - All triages will be cleared each day. The surgery has tested a lot of different systems and is confident it has selected the best one for Leatside. - If there are enough referrals to 'Pharmacy First', Well will put an extra pharmacist into the pharmacy. - You can still telephone the surgery if you feel the appointment wait is too long. You can ask for a second opinion if you feel that you should be seen that day. - The full triage system will be on the Leatside website. The page will be front and centre. <p>What happens if calls back from the surgery to set up an appointment are blocked because the telephone sees them as 'unknown caller'?</p> <ul style="list-style-type: none"> - The surgery will look at this possibility and will follow up with a text message. - Blood tests, medication reviews etc. will be booked in the normal way and you will be asked, as now, to make an appointment with the surgery.
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11. Any other business	None
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12. Date of next meeting	<p>LPG Committee Meeting – Tuesday 25th November 2025 at 18.00hrs at Leatside Surgery</p> <p>LPG Annual General Meeting – To be advised.</p>
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Meeting closed at 19:41 hrs.