

Summary of key points discussed at the Tollerton Surgery Patient Participation Group (PPG) Meeting on Wednesday 6th August 2025

1. There are ongoing discussions with electricians about the possible provision of an emergency electricity supply should the mains supply fail for any reason. It is critical to ensure vaccines in fridges aren't wasted and it may also be possible to keep phones and computer systems running.
2. There is currently a vacancy for a qualified dispenser in the dispensary due to Karen's retirement.
3. Flu vaccinations in the surgery at the beginning of October for those eligible are being publicised via texts and various notices around the villages to ensure slots are filled. Covid vaccines for those aged 75 years or over and the immunosuppressed will need to be booked via the NHS app or NHS digital site.
4. The South Hambleton and Ryedale Primary Care Network (PCN) website can be accessed at www.sharpcn.co.uk
5. Discussions are ongoing about the NHS 10 year plan, which aims to shift care to communities in Neighbourhood Health Sites, but plans do not currently fit with collections of practices such as ours serving dispersed populations of less than 50,000 patients. The 7 SHaR practices have approx. 36,000.
6. Regular newsletters will be produced by the PPG on key topics to keep patients informed of useful services and initiatives. These will be posted on local noticeboards and social media as well as being displayed in the surgery and on its website.
7. The national GP survey results show our local practices doing well overall compared to regional and national figures. One area for improvement is still the use of the NHS App, for which training is being organised periodically.
8. It was clarified that Lasting Power of Attorney - Health documentation for patients should be brought into the surgery to be added to health records. The same applies to Respect (DNR) forms.
9. Tollerton Surgery continues to support the park run at Millfield Park and plan to organise the volunteers in Spring (volunteers welcome).
10. It is possible to request a GP of choice for continuity of care so long as patients are prepared to wait for a vacant appointment slot. Otherwise, more urgent appointments are triaged by telephone, text or face to face and may be followed up by the duty doctor or referred to the Urgent Care service – now operating out of both Easingwold and Terrington.