

Lawton House Surgery
Patient Participation Group – Summary of meeting held on 30th September 2026

- **Recruitment for 2 day a week salaried GP.** On going. In addition, an experienced practice nurse with an interest in diabetes is being recruited to replace a retiring practice nurse.
- **An update was provided on the Primary Care Network (PCN),** which serves approximately 40,000-50,000 patients across three Congleton practices and Holmes Chapel Health Centre.
 - It funds a range of clinical and support roles, same-day urgent care at Readesmoor, and extended-hours appointments.
 - A new contract is expected in February 2027, with greater emphasis on neighbourhood healthcare.
- **Patient feedback on the triage system** introduced in March 2026 was positive.
 - Of 500 patients surveyed, 116 responded: 83% found the form easy to use, 93% felt the process helped them, 84% were satisfied with response times, and 92% felt outcomes were explained fully or partly.
 - Suggested improvements included clearer outcome communication, reviewing cases where triage was unhelpful, supporting patients who struggle with digital processes, and monitoring delays and expectations.
 - An observer also described the system as fair, efficient, compassionate and effective in directing patients to appropriate care.
- **Concerns were raised** that patients may not understand the Patient Participation Group's role.
 - Suggestions included giving it a prominent link on the practice website, publishing meeting notes and promoting it at a flu clinic.
 - The group aspires to broadening the demographic to better represent the practice population.
- **Missed appointments** are a particular problem for mental health practitioners because sessions are often longer. Patients are therefore being contacted before appointments to reduce non-attendance.
- **The Medlink system** for monitoring annual reviews by birth month is working well. COVID-19 and flu vaccinations are being booked
- **IT support for the practice** is moving to NHS Informatics Merseyside
- **Website development** paused during August and September but is due to resume in October. Several sections are almost ready to submit to the practice. No access or disability issues were reported.
- **individual complaints** It was clarified that these ought be directed to the surgery rather than raised at Patient Participation Group meetings.

The next meeting is scheduled for **Wednesday, 25 November 2026 at 3 pm at Congleton Library.**