

Modbury Health Centre Patient Participation Meeting Monday 13th July 2026

Attended:

Dr Heather Midgley & Dr Peter Pollak	Louise Killick – Practice Development Manager	Debbie Rigler – Operations Manager
Donna – Patient Services Co-Ordinator		

1. Welcome & Introductions

- Dr Heather Midgley opened the meeting and thanked our PPG for attending (over 25% attendance rate of our PPG Members)
- Everyone introduced themselves
- Brief overview of the purpose of the PPG and membership (see chart 1)

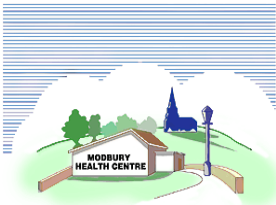
2. Minutes of Previous Meeting

- Louise apologised for the delay after the last meeting nearly 2 years ago. Those that attended the last meeting should have received the minutes, which are displayed on the PPG notice board in the foyer but will also be sent with the current meeting.

4. Practice Update

Heather gave an update on current staffing:

- Partners: Drs Keenan, Pollak, Midgley & Clarkson
- Salaried GPs: Drs Gentle, Grove-White and Musgrave
- We also have a registrar overseen by Dr Clarkson (currently Dr Lawther who is with us until August) and medical students who are overseen by GPs.



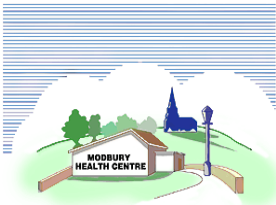
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- Dr McClaughry has been covering Dr Gentle's maternity leave and will continue as a regular Locum GP.
- Practice Nursing team – Jan left us in March, and we have a new Practice Nurse, Robert, starting on Mon 27th July. He is relocating from the Lake District and will be working four days a week which will really increase the number of nursing appointments available.
- The reception team has been short staffed which has been difficult, but we are in the process of recruiting a new Patient Services Co-Ordinator

We continue to be open from 8.00 to 18.30 with Extended Access appointments every other Wednesday evenings. There are appointments available at Leatside Surgery in Totnes on a Saturday (bookable via our team).

5. Patient Feedback & Experience

- Summary of recent patient surveys or complaints (see chart 2) June 2026 Friends and Family and GP patient survey 2026 (see chart 3)
- Members advised that they were very grateful for the service that they receive from MHC and gave very positive feedback for all of the team and that they feel they are able to build excellent ongoing communication with our staff who know them and their families due to ability to speak to our team. It was mentioned that incoming telephone calls were not giving the survey option. Debbie has checked the survey over the last month, and we are receiving results. She made a test call and stayed on the line, when the call was released the survey message was played.
- We are extremely pleased with the 2026 GP Patient Survey results that were published last week, and we have improved in most areas and have maintained our ratings far in excess of national/ICS averages.
- The patient had confidence and trust in the healthcare professional they saw or spoke to 97%
- The healthcare professional was good at treating the patient with care and concern 96%
- Good overall experience of contacting this GP practice 93%
- Helpfulness of reception and administrative team at this practice 95%



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- Easy to contact this GP practice on the phone 96%
- The patient's needs were met 93%
- and our results put us in the top 5.9% of all 6166 practices in England.

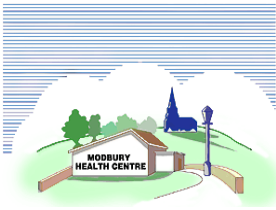
6. Access to Services

It is a tricky balance of pre-bookable and on the day appointments and a constant challenge to ensure we offer the best possible service and there are no plans to change our appointment system. All the other practices in our Primary Care Network run a total triage system. We do offer an on-line service and there are times when online contact is appropriate and we can callback, but patients are still able to ring in on the day to see a GP for urgent issues. It is hard to resist the pressure to do Total Triage, but this is not something that we feel that we want to do supported by evidence that our patients feel the service and care they now receive totally meets their needs. We have to prove we run an accessible equitable service, and the online option is there for those that want it. All members agreed that they would not wish it to change and that they have friends that are not registered with Modbury and envious of the service that we deliver.

Our list is open & growing, and we have just under 5400 patients but have inherited patients that live in the MHC catchment area from other local surgeries that bring quite a complex medical history that need additional time. We have increased our GP sessions. Louise advised that she has contacted the local MP re new builds in Modbury and the impact on local services.

7. Practice Environment & Facilities

- Waiting room experience – the Radio is on to deaden the sound and give some privacy
- Accessibility (disabled access, signage) – sign in procedure works well
- Cleanliness, comfort, privacy – usually very comfortable even in the warmer weather we have at the moment
- No Suggestions for were made for improvements



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8. Future Projects / PPG Initiatives

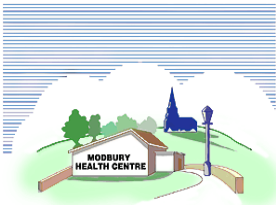
- The members were happy to help with Flu clinics in October as Flu Marshalls and to promote and support Modbury Caring was discussed and agreed – An excellent cause and always looking for new members.

10. Any Other Business (AOB) Questions raised:

1. Inflammation markers do not get done routinely and could have helped stop 1 members admission. Peter advised that bloods are done on presentation of symptoms. Running a CRP routinely is expensive for the lab to process and adds to GP time to review but is added when appropriate
2. Blood results are available on the NHS App but be aware that these are visible before a GP has reviewed and that if one results is abnormal unfortunately the message will show against all results however be assured, we will contact you if necessary
3. Medication reviews – GPs monitor & review medication all the time and will contact you if they feel any changes re needed

11. Date & Time of Next Meeting

All agreed the middle of the day in 6 months' time would suit all- Monday 18 January 2027



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Patient Reference Group Distribution Report 08/07/2026

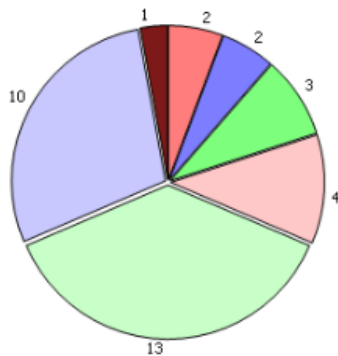
Chart 1

Gender



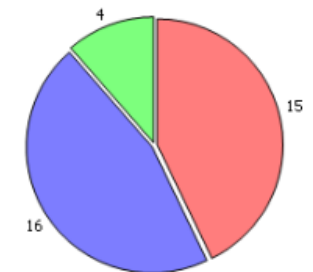
Female (21) Male (14)

Age



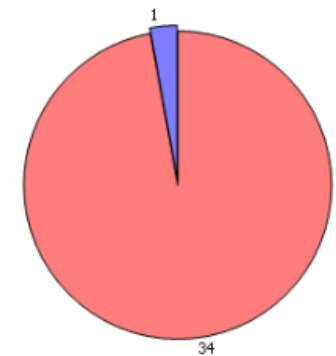
25 - 34 (2)
35 - 44 (2)
45 - 54 (3)
55 - 64 (4)
65 - 74 (13)
75 - 84 (10)

Attendance



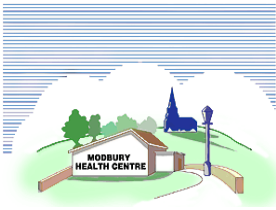
Often (15) Occasional (16)
Very Rare (4)

Ethnicity



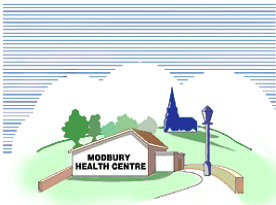
White British (34)
Other (1)

Can you tell us why you gave that response?	Was your 1st contact with the practice caring and respectful?	Was your query dealt with during your 1st contact with our reception team?
Chart 2 June Friends and Family Feedback		
	Yes	Yes
Everyone I encounter there is friendly, professional and committed.	Yes	Yes
They are always very good.	Yes	Yes
Very helpful, listened to what I had to say. The only reason I have not rated very good is the delay in booking my b12 course due to no availability. This delay means I am not getting the jabs very soon	Yes	Yes
My GP was understanding and professional	Yes	Yes
Reception staff are very friendly and helpful. Had to wait a while for a call from the GP, but outcome was good.	Yes	Yes
On time and good communication	Yes	Yes
Exactly on time friendly & efficient	Yes	No
Always receive considerate and professional advice	Yes	Yes
Prompt phone call and pleasant conversation.	Yes	Yes
Efficient and effective	Yes	Yes
Great staff	Yes	Yes
The appointment was easily obtained, and I was not kept waiting for any real length of time, and the people who I saw that day, were very friendly and professional	Yes	Yes
Always pleasant, helpful and efficient. Top marks	Yes	Yes
A lovely clean surgery, a friendly welcome from staff and an efficient service. It's a breath of fresh air compared to the previous GP surgery I was with	Yes	Yes
Very professional and lovely staff,	Yes	Yes
Friendly, quick and easy	Yes	Yes
Caring, professional and thoughtful.	Yes	Yes



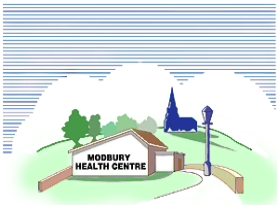
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Rapid, polite, friendly	Yes	Yes
Excellent service as always	Yes	Yes
Always friendly and happy	Yes	Yes
Friendly and professional people.	Yes	Yes
Prompt, friendly and efficient service	Yes	Yes
Service delivered in a confident, informative and caring way.	Yes	Yes
I received caring and efficient service from a professional who was happy to explain matters to me in words I could understand	Yes	No
Got an appointment quickly.	Yes	Yes
	Yes	Yes
Timely, friendly, treatment.	Yes	Yes
Seen quickly & kindly	Yes	Yes
Receptionists are so helpful and understanding, dealt with my situation with kindness	Yes	Yes
Professional, accommodating, will go above and beyond to help	Yes	Yes
Appointment bang on time and nurse very good at taking blood	Yes	Yes
Prompt friendly and efficient	Yes	Yes
Because the Nurse Anita was very professional and describes how to inject myself with Mournjaro described h	Yes	Yes
Very good service	Yes	Yes
Friendly, helpful and supportive	Yes	Yes
V Efficient, friendly and convenient	Yes	Yes
Friendly staff and prompt	Yes	Yes
Appointment on time	Yes	Yes
Easy check in system . Appointment at time booked. Professional and friendly service.	Yes	Yes
The receptionists go above and beyond and listen	Yes	Yes
Appointment on time	Yes	Yes
All the staff go out their way to be helpful and supportive	Yes	Yes



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Gave me time to express my views on their recommendation, put recent blood test results in context of past results she asked about family history. Pros and cons of statins including reversibility of side effects.		
Felt all bases were covered	Yes	Yes
	Yes	Yes
Once my blood test were analysed, my doctor was quick to inform me of the necessary precautions. I should take on the medication I should take.	Yes	Yes
Professional and kind.	Yes	Yes
I easily made an appointment and was seen quickly.	Yes	Yes
	Yes	Yes
Asked for blood test and given cancelled slot same morning	Yes	Yes
Appointment was punctual and straightforward	Yes	Yes
Managed to get through quite quickly	Yes	Yes
Very punctual response and a caring team at Modbury HC	Yes	Yes
Modbury health centre is absolutely wonderful! I feel well looked after and the staff, especially the receptionists are so kind and caring. As are the doctors and nurses!!!	Yes	
well it truly was good	Yes	Yes
Kind, helpful, and efficient nurse.	Yes	Yes
This is the best health centre nhs or private. All of the staff are outstanding and dedicated	Yes	Yes
I was given an appointment right away. Very pleasant and helpful service	Yes	No
Excellent service from all staff. Can be seen on the day you call if necessary.	Yes	Yes
She was very gentle		
I always feel looked after at Modbury Health Centre by the nurses and doctors.	Yes	Yes
Welcoming. Helpful. Pleasant	Yes	Yes
A very constructive conversation	Yes	Yes
Friendly, helpful happy staff, good service given	Yes	Yes
Appointment was made by receptionist who where polite and my appointment was on time and Clare was very efficient giving me my jab	Yes	Yes
Everyone from reception on is always helpful and kind.	Yes	Yes



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