



PATIENT PARTICIPATION GROUP MINUTES

Meeting Date: Tuesday 29th April 2025

Attendees:

Practice Representatives:	PPG Members:	Apologies:	
Faith Woodcock	JB (Chair)	KD (Vice Chair)	KF
Kirstie Hornsey	JP	CL	AH
Sue Scorer	KE	BD	MS
	WS	YT	LC
	SF	MB	DN

Meeting Minutes		
Item		Owner
1.	<p><u>Welcome and Introductions</u></p> <p>The meeting was opened by the Chair and SS passed on apologies from members unable to attend.</p>	
2.	<p><u>Actions from last meeting</u></p> <p>Completed or ongoing during normal meetings.</p> <p>Open morning for online training and apps went extremely well with many patients attending and lots of positive feedback - JP has submitted an article for the newsletter.</p> <p>YT has emailed ideas for elderly patients and online training which we can look into. Social prescribers could be useful for online training and it was suggested that we could have them join us at a future meeting.</p> <p>JB – shared with us the NHS 111 campaign which is being rolled out in some areas of the country.</p> <p>JB also discussed the PFN 26.02.2025 – Our NHS – The Next Chapter – we need to talk:</p> <p>There were 3427 responses, 54 events took place and 1123 face to face interviews.</p>	<p>JP</p> <p>JB</p>
3.	<p><u>Agenda items from practice</u></p>	
3.1	<p>Change to how we book urgent care appointments</p> <p>Plans for improvements to how we book in urgent care appointments were outlined. It was explained how the new system will work and how it will improve the booking system; with patients' needs being prioritised rather than having a 'first come first served' system. All appointment requests will be given equal priority, whether they are received by phone, online or in person and can be requested at any time of day. All requests for appointments received in the morning will be put on a list which will be worked through by a GP/ANP. Appointments will be allocated using a 'traffic light' system (Red – same day, Amber, within</p>	

	<p>2-3 days, Green – within 5 days) and patients will receive a call or text from the practice depending on their needs. Patients can also be sent a text message link to book their own appointment should this be their preference. It was stressed that this will NOT be a total triage system and receptionists will still be able to book routine GP/ANP appointments (over 5 days in advance) and all appointments with the Nursing team and Physiotherapist.</p> <p>One concern raised was that of confidentiality when patients are discussing reasons for their appointment at the front desk and there was a suggestion for a barrier to keep people at a reasonable distance from the reception area. Members all agreed that the plans sounded positive but that it is important that the benefits are communicated effectively to patients. We aim to start the new system from the beginning of June and patient comms will be sent out in the next couple of weeks. Leaflets and posters will also be produced and information will be displayed on waiting room screens and our website.</p>	
3.2	<p>New GP</p> <p>Dr Deborah will be joining us as a salaried GP from May and will be working 3 days a week which will provide us with increased appointment availability. She is working double the amount of sessions Dr Worah was so we have increased appointment capacity.</p>	FW
3.3	<p>Refurbishment plans</p> <p>Plans were shown to members for the reconfiguration of the reception area which is currently an underutilised space. The plans will allow us to have two new consulting rooms, a meeting/admin room and a breast feeding/quiet area, with the main entrance being moved to the front of the building to improve access – there are currently no funds available from the ICB for the work so the project will need to be funded by the practice. It was suggested that the PPG could do some fundraising for perhaps the quiet area which would also be suitable for patients with sensory issues. Ideas welcome!</p> <p>SF spoke about the Health Tree Foundation and offered to look into whether they could potentially help with any funding.</p>	FW
AOB	The next meeting will be Monday 14 th July 2025 at 6:00pm.	