

# Grovelands Medical Centre Patient Participation Group

Minutes for Meeting on 29/04/2025		
Present	Present: OM, AM, PB, HK, TC, JV, SS, KN, AD, NN, JB, TK, RG Apologies: HR	
		<b>Actions</b>
1.	<p><b>Welcome Guest Speaker:</b></p> <p>Guest Speaker – Simon Shaw from Healthwatch Reading.</p> <ul style="list-style-type: none"> <li>• My role is funded by the Integrated Care Board (IBC), to support all PPGs across Berkshire West.</li> <li>• To support PPGs to develop a diverse membership reflective of the Patient community.</li> <li>• Help to re-establish PPGs where needed.</li> <li>• Share examples of good practice both local and national.</li> <li>• To support PPGs to look at what impact their group is having for the Patient and the Practice and develop ideas.</li> <li>• Encourage PPGs to showcase their work, to provide a platform for patients to actively participate in shaping their GP practice, and the services it offers, enabling the patients voice to be heard and valued.</li> </ul> <p>Please contact me if I or Reading Healthwatch can assist you in anyway. Here are the details for the Reading Healthwatch.</p> <p><b>Reading Healthwatch.</b>  <b>Lead Office:</b> Alice Kunjappy-Clifton.  <b>Address:</b> Community Centre, 344 Oxford Rd, Reading RG30 1AF  <b>Telephone:</b> 0118 214 5579  <b>Website:</b> <a href="http://www.healthwatchreading.co.uk">www.healthwatchreading.co.uk</a></p>	
2.	<p><b>PPG Overview</b></p> <p>Re-affirm Chair Position</p> <p>PB confirmed no nominations received since last meeting. OM confirmed to continue as Chair of PPG. Surgery and PPG appreciate OM's ongoing help and organisation.</p>	
3.	<p><b>Review of Minutes</b></p> <p>Discussion took place of how we can increase the number of patients using the NHS App. Would a workshop for patients be useful, OM will look into this.</p>	OM
4.	<p><b>Update from Practice</b></p> <p><b>Staff leaver/joiner</b></p> <p><b>Joiners</b></p> <ul style="list-style-type: none"> <li>• Dr Tong – working Thursdays</li> <li>• Jazmyn – Reception</li> <li>• Aimon - Physio</li> </ul> <p><b>Leavers</b></p> <ul style="list-style-type: none"> <li>• Nicola, Jordan, Adrianna, Sean, Sarah</li> </ul>	

	<p>Our dear colleague Stewart passed away, Stewart was a Health Care Assistant with us for several years. There is a memorial book in the waiting room for any patients wishing to leave a message, this book will eventually be given to Stewart's family.</p> <p><b>Management update</b> – KG is unwell at the moment but we wish her a speedy recovery and look forward to seeing her back in group in the future.</p> <p><b>Appointment availability &amp; DNAs (Did Not Attend)</b></p> <ul style="list-style-type: none"> <li>- Patient access through Rapid Health has reduced pace slightly which then means we are not reaching capacity as quickly/often during the day.</li> <li>- We've had 536 Did Not Attend (DNAs) Q4 of 24/25, an improvement on Q3 of 749. So far from 1.4.25 we've had 228 DNAs. Patients receive a confirmation of appointment message, as well as a reminder via Accurx 24 hours before their appointment.</li> <li>- No further decisions on continuation with Rapid Health currently, and no further decisions from the Integrated Care Board (BOBICB) to fund their own online consultation tool. For now we continue with Rapid Health.</li> </ul> <p><b>Complaints received</b></p> <p>Complaints received since the last meeting were discussed in an anonymised manner and the PPG were satisfied with the actions and learning put in place by the practice to avoid any future similar incidents occurring.</p> <p><b>BOBICB visit to Surgery</b></p> <p>In February the surgery had a planned visit from the Integrated Care Board, we were told:</p> <p>"The ICB's Primary Care Team, as part of its rolling programme of practice visits, would like to arrange a visit to your Practice. Practice visits are intended to be an informal way for practices to have an open discussion about areas of their service with the ICB. This is intended to be a supportive process and part of the on-going dialogue practices have with us. A schedule of practice visits is in place that will mean that all practices will receive a visit at least once every three-years. "</p> <p>Discussion:</p> <ul style="list-style-type: none"> <li>- Rapid Health and how this has reduced incoming calls to the surgery on a monthly basis, also interest in the patient survey and seeing a further survey undertaken closer to the end of the AI tool contract for a broader long term view. Discussed with PPG and the fact we have put a General Patient Survey together and offered the PPG the opportunity to look over survey to see if they had any suggestions for improving before being sent out to the wider patient list. This was looked on positively and PB will forward the link for the survey.</li> <li>- We are meeting BOB ICB requirements of seeing patients within 14 days, current data at the time was 81.6%, which met their criteria.</li> <li>- Good uptake for childhood immunisations, ICB like our model of sending out youtube videos with SMS for smears as education. Surgery has a high percentage of A&amp;E attendances (mostly evening and weekends) – this was discussed in PPG group to see how/if this could be reduced.</li> </ul>	PB
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4.	<p><b>Communications and Surveys</b> (e.g., newsletters, updates to website, friends &amp; family)</p> <p><b>Friends &amp; Family</b> Jan 25 – 91% Feb 25 – 91% March unavailable due to changeover of websites</p> <p><b>Spring Newsletter</b> - received by PPG, added to website, copy in waiting room</p> <p><b>New Website</b></p> <ul style="list-style-type: none"> <li>- Website has been changed as no longer funded by the Integrated Care Board due to our switch to Rapid Health and as we undertook Rapid Health as a Primary Care Network (PCN )it was agreed to fund new website as a PCN.</li> <li>- Members of the PCN met with several different website providers for costing, demos etc and then presented to the PCN who made a collective decision on the best provider.</li> <li>- The new website is now NHS compliant and hopefully simpler to navigate to where they need to be, with the homepage focusing on the main areas of patient interest.</li> <li>- A notice was added to our old website to inform patients that we'll be moving to a new site, as well as on our socials i.e Facebook and let patients know they can access it the same way they do now – the domain name has not changed so patients that have set the page to favourite etc can still get to us.</li> <li>- The new website will have more up-to-date health information that patients can access, as this is added and managed by the website providers.</li> <li>- OM will check the new website has a PPG tab as per the previous website.</li> </ul> <p><b>General Patient Survey</b> – Survey will be shared with Patient Participation Group for improvement suggestions before being sent to wider patient list.</p>	<p>OM</p> <p>PB</p>
5.	<p><b>PPG member items :</b></p> <ul style="list-style-type: none"> <li>- Engaging younger patients with PPG</li> </ul>	
	<b>AOB:</b> None	
	<b>Date of next meeting</b> – tbc (approx. July 2025)	All