

PPG Meeting Minutes

Date: 4 June 2026

Time: 1:30 pm

Attendees:

Chair: CD

Apologies: Reception Supervisors unable to attend.

1. Welcome and Introductions

- **CD** welcomed attendees and explained the purpose of the PPG meeting for new members.
- It was noted that RS was unable to attend.

2. Triage System Feedback

- **CD** requested feedback on the new triage system.
- **Attendee** reported that the pre-bookable appointment system had worked well.
- **CD** advised that appointments are currently scheduled up to three weeks ahead, with the aim of extending this to four weeks.
- **Attendee** commented that the system appears to be working, with options for booking with a specific GP, including date and time selections. Had an appointment with Dr Wogan which worked out well.

3. Patient Communications and Feedback

- **CD** referred to a recent article in the Chronicle featuring patient data. It was noted that the publication had used last year's data. More recent data is available to see in the nurses waiting room.
- Discussion took place regarding FFT (Friends and Family Test) text messages. DF had not received a text message.
- **CD** explained that messages are generated randomly, and not all patients receive them.
- Positive patient feedback was acknowledged as beneficial for staff morale.
- Positive comments about staff are displayed on the staff notice board.

4. Health Promotion Campaigns

- A mental health campaign was launched, with decorations, displays and information regarding Daniel Silva our health and well being coach.
- Upcoming awareness campaigns include:
 - Carers Week
 - Diabetes Week
- It was noted that patients often approach staff with questions regarding awareness displays and information stands.

- **CD** noted that Diabetes Week and Carers Week occurred at similar times and efforts were being made to combine activities where appropriate.
- **Attendee** highlighted that PTSD Awareness Week is taking place this month.

5. Surgery Noticeboards and Information Displays

- **Attendee** raised concerns at BG Surgery, noting that themes appeared mixed and information lacked clear organisation.
- It was suggested that displays should be grouped under clear titles and presented more consistently.
- **CD** advised that reviewing the displays was already planned for the coming weeks.
- Members agreed that signs relating to the opportunity to have a private conversation should be more visible and prominently displayed in reception areas at both surgeries.

Action: Review and improve signage regarding private discussions in reception areas.

6. Reception Privacy and Accessibility

- Members discussed the availability of a private space for conversations at BG Surgery.
- It was noted that reception staff generally identify when patients may require privacy.
- Concerns were raised about patients who cannot read, write, or hear well and may struggle to complete triage forms.
- **CD** confirmed that reception staff can assist patients in completing forms where required.

7. Patient Alerts and Reasonable Adjustments

- Discussion took place regarding alerts on patient records and the recording of reasonable adjustments (RA).
- Members suggested that alerts should clearly indicate when patients require assistance with forms or communication.
- **CD** confirmed that patient records can be coded appropriately, and warnings or alerts added where necessary.
- It was agreed that reception staff should be reminded about the use and visibility of patient alerts.
- Members noted that registration forms already include a question regarding reasonable adjustments.

CD acknowledged that some system processes require improvement and advised that discussions with the IT team are ongoing to make systems more user-friendly.

Action: Reception team to review processes for recording and managing patient alerts and reasonable adjustments.

8. Care Coordinators and Carer Support

- **CD** provided information about the role of Care Coordinators, including:
 - Cancer care support
 - Welfare calls
 - Dementia support
 - Homebound patient support
 - Care Coordinators are Vanessa and Sarah B.
- It was reported that a new information leaflet has been produced.
- **Attendee** noted that assistance received from the Care Coordinator in completing forms had been very helpful.
- Discussion took place regarding identifying carers and ensuring appropriate support is available.
- **CD** advised that a review of current arrangements is underway and that carers should be offered appropriate health checks.

9. Other Business

- **Attendee** noted that patients sometimes forget the reason for their appointment.
- Members suggested that patients could make a reminder list to help them remember what they wanted to speak about.

Support

- **Attendee** asked for assistance with completing a form.
- **CD** advised that reception staff can assist with form completion.
- **Attendee** reported it took approximately 20 minutes to find someone to help complete the form.
- **CD** agreed to speak with reception regarding the process and the addition of alerts.
- **Attendee** asked whether the GP should add the alert.
- **CD** explained that GPs would normally only add alerts in specific circumstances, such as concerns regarding violence or safeguarding.

- **Attendee** asked about identifying carers and whether this process is undertaken.
- **CD** confirmed that carer information requires updating.
- **Attendee** commented that carers should be allowed additional time during appointments to explain their concerns fully.
- **CD** advised that GPs could allocate extra appointment time when required and that this should be recorded appropriately.

Telephone Access

- **Attendee** reported waiting approximately 30 minutes in a telephone queue before contacting reception and receiving a response.
- **Attendee** asked whether this waiting time was normal.
- **CD** stated that it was not and agreed to investigate.

Carers' Health Checks

- **Attendee** asked whether carers are proactively contacted regarding health checks.
- **CD** advised that there are more carers registered than previously and that health checks are put in place to ensure carers are not overlooked.
- **Attendee** commented that if they had known about available support earlier, the Care Coordinators may have been able to help.
- **CD** explained that welfare checks are often carried out when patients do not attend appointments or when there has been no recent contact.
- **Attendee** asked whether annual health checks would be offered.
- **CD** confirmed that eligible patients would be invited annually

Missed Appointments

- **Attendee** reported receiving a strongly worded letter regarding a missed appointment.
- **CD** explained that the practice seeks to understand whether there is a valid reason for missed appointments and whether any safeguarding concerns exist.

Diabetes Group

- **Attendee** asked what had happened to the diabetes group.
- **CD** advised that diabetes nurses are discussing the service with GPs regarding specific patients.
- **Attendee** commented that patients have a responsibility to attend reviews and manage their health.
- **CD** noted an increase in patients not taking prescribed medication.
- Discussions are taking place to understand the reasons behind non-adherence to medication.

Staffing and Service Capacity

- **Attendee** referred to requirements under the Equality Act and noted ongoing legislative changes.
- **Attendee** asked why the BG surgery is no longer open on Mondays.
- **CD** explained that one staff member has retired, and another is required to work across multiple sites. It is not considered safe to operate with only one worker present.
- **CD** confirmed that this has not resulted in the loss of appointments.
- **Attendee** noted that services remain available at Hudd Road.
- Recruitment is ongoing to replace staff who have retired.

Additional Comments

- **Attendee** reported difficulty reading hospital letters.
- **Attendee** commented that not all information is visible through the NHS App.

Actions Summary

1. Review and improve privacy signage in reception areas at both surgeries.
2. Standardise surgery health promotion displays.
3. Review use of patient alerts and reasonable adjustment coding on patient records.

Review support available for carers and ensure health checks and information are appropriately promoted

Close

- **Attendee** left the meeting at **2:40 pm**.
- The meeting closed at **2:45 pm**.