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## MINUTES

### MINUTES OF THE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD IN THE MEETING ROOM AT BSHC – MONDAY 5<sup>TH</sup> AUGUST 2024

In attendance:	Kevin Tombeur (KT)  Ann Wilson (AW) Mirium Sparkes (MS)	Reception Manager – Interim Chair
Apologies:	None	

Discussion and Decision	Action
(a)	(b)
A general reminder was given by KT at the start of the meeting to advise the purpose of the Patient Participation Group (PPG) is to ensure that patients and carers are involved in decisions about the practice so it can work as well as it can for patients and staff. It is not for discussing matters relating to specific individuals or for raising individual complaints. This was understood by all.	All
<p><b>Item 1 – Previous Minutes</b></p> <p>The previous minutes were read by AW and MS agreed as a true and accurate reflection of the previous meeting. Nil issues or queries raised. Nil amendments requested.</p>	All
<p><b>Item 2 – Telephone Calls Update</b></p> <p>KT provided some statistics from the telephone system showing that call volumes continue to increase particularly in the first hour of the day and on Monday, and that average waiting times, particularly for those calling before 9am are increasing.</p> <p>It is very positive to be able to have these figures available, as we can see the peaks and flows.</p> <p>The callback functionality we have on the phone system continues to be used more and more with 44% of callers using the feature.</p>	KT

<p><b>Item 3 – Treatment Room</b></p> <p>KT explained that Shannon and Eunice were both developing their skillsets and will soon be doing smear tests and immunisations.</p>	KT
<p><b>Item 4 – Leavers/ Joiners</b></p> <p>Sadly Dr Agboola has left the surgery, and the practice is currently in the process of recruiting a replacement for him. In the meantime, the practice is using Dr Goyal as a locum.</p> <p>We also have a new doctor who has recently joined the team, Dr Adeleye who is relatively new to General Practice.</p> <p>Jerimah Mensah has now finished his training and has now started to see patients. His caseload will increase once he has some more experience.</p>	KT
<p><b>Item 5 – Online Access</b></p> <p>KT informed the group that the surgery is promoting online access for patients, for booking and cancelling appointments, ordering repeat prescriptions and much more. Online access improves accessibility to services and reduces the number of incoming telephone calls.</p> <p>The service is promoted on the practice website, with a video in the main waiting room and face-to-face with our staff.</p>	KT
<p><b>Item 6 – Care Navigation</b></p> <p>KT explained that the practice has rolled out a Care Navigation tool that the reception and administration staff are using to ensure that patients are offered an appointment with the most appropriate clinician. This may mean the calls take a little longer as the receptionist has more questions to ask the patients.</p>	KT
<p><b>Item 7 – Reasonable Adjustments</b></p> <p>KT explained that the practice is taking steps to be one of the first in Reading to record patient's Reasonable Adjustments to the NHS Spine.</p>	KT
<p><b>Item 7 – AOB</b></p> <p>No other business raised.</p> <p>KT thanked MS and AW for attending and confirmed the date of the next meeting.</p>	

Kevin Tombeur  
Reception Manager - Interim Chair  
Meeting Time: 18:00-19:00