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MINUTES

MINUTES OF THE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD IN THE MEETING ROOM AT BSHC – MONDAY 13TH MAY 2024

In attendance:	Kevin Tombeur (KT) Ann Wilson (AW)	Reception Manager – Interim Chair
Apologies:	Miriam Sparkes (MS)	

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	
Item 1 – Previous Minutes The previous minutes were read by AW and agreed as a true and accurate reflection of the previous meeting. Nil issues or queries raised. Nil amendments requested.	All	
Item 2 – Telephone Calls Update 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. It is very positive to be able to have these figures available, as we can see the peaks and flows. KT advised that the admin team members continue to take calls between 08:00 and 08:45 each day, in addition to the reception staff who already do this. This has proven to be the busiest and most popular time of day for patients calling in, so this measure is continuing to try and reduce call waiting.	KT	

<p>The callback functionality we have on the phone system continues to be used more and more with up to 40% of callers using the feature.</p>	
<p>Item 3 – Treatment Room Plan / New Starters</p> <p>KT discussed how the new Treatment Room Plan is developing with the news staff increasing their skillset. We are now able to offer more appointments with shorter waiting times for many of the Treatment Room appointment types..</p>	<p>KT</p>
<p>Item 4 – Leavers/ Joiners</p> <p>KT explained that KW, the previous Deputy Practice Manager has left the surgery.</p> <p>The PPG members were informed that our Practice Pharmacist, Stephany would be joining the surgery full-time within days and taking some of the prescription workload from the GPs..</p> <p>KT informed that our new Physician Associate is being training and will join the practice to offer more appointments to the patients.</p> <p>KT informed the group that we have a new, additional GP, Dr Kim, starting on the 3rd of June, to offer additional appointments to the patients.</p>	<p>KT</p>
<p>Item 5 – Online Access</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>	<p>KT</p>
<p>Item 6 – AOB</p> <p>No other business raised.</p> <p>KT thanked AW for attending and confirmed the date of the next meeting. It was agreed with AW to schedule the next meeting for the last week in April or the second week in May.</p>	

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