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MINUTES

MINUTES OF THE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD IN THE MEETING ROOM AT BSHC – MONDAY 15TH JANUARY 2024

In attendance:	Kayley Waight (KW)	Deputy Practice Manager – Interim Chair
	Ann Wilson (AW)	
Apologies:	Miriam Sparkes (MS)	

Discussion and Decision	Action	
(a)	(b)	
A general reminder was given by KW 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.		
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.		
Item 2 – Telephone Calls Update		
KW provided several phone statistics now that it is far easier to obtain these, and we are reporting on them weekly. The practice continues to see high number of calls, especially on Monday's when demand is at its peak.		
It is very positive to be able to have these figures available, as we can see the peaks and flows.		
KW 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.		

The callback functionality we have on the phone system continues to be used more and more. Feedback from patients confirms this is a positive system tool.	
Item 3 – Treatment Room Plan / New Starters	
KW discussed the new Treatment Room Plan which had been implemented for new starters working at both BSHC and MRHC (Milman Road Health Centre). Training will be across both sites. All staff are now in post and working, including multiple PN's and HCA's. This means we have significantly more appointments to offer for certain things now and are able to offer a wider patient choice.	KW
Item 4 – Skill List / Clinician Choice	
KW spoke about the updated skill list which has been made available to all reception and admin team members who book patient appointments. This means that every patient should get booked with the most appropriate clinician and ensure the best utilisation of appointments. There was some discussion around a BSHC newsletter/leaflet that could provide patients or potential new patients with the list of clinicians we can offer them appointments with and examples of types of ailments they can deal with. Other suggestions for advertising this were posters in the waiting areas and advertising on the TV screen in the main waiting room.	KW / PPG Members
Update: If the PPG members agree with this, it can take this to the next Practice/Clinical Governance Meeting and ask if the staff feel it would be beneficial.	
Item 5 – Promotion of PPG	-
This agenda item has been kept in from previous meetings.	
KW briefly discussed promotion of the PPG. Points from the previous meetings as below:	
There were actions for KW to take forward to see if they may be possible to implement in the future:	
 Check the online registration form to see if it is possible to add information about the PPG. Make updates to the practice website to include more information on the PPG page. Consider holding a virtual PPG; this would involve liaising with clinicians and agreeing on questions/topics to be answered/discussed and taking this to PPG members to gain their opinion. NR discussed the possibility of a PCN based PPG where patients from all three practices could get together and this way numbers would increase. Ask local practices (not just within our PCN) how they advertise their PPG. 	KW
Item 6 – AOB	
No other business raised.	
KW thanked AW for attending and confirmed the date of the next meeting. It was agreed with AW to wait two months again and hold the next meeting in March.	
Date of next meeting: Monday 11 th March 2024 >> Updated to Monday 25 th March 2024 as KT will be new interim chair. PPG members will be notified w/c 04/03/24.	

Kayley Waight Deputy Practice Manager - Interim Chair Meeting Time: 18:00-19:00