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MINUTES

MINUTES OF THE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD IN THE MEETING ROOM AT BSHC – MONDAY 21st OCTOBER 2024

In attendance:	Kevin Tombeur (KT) Ann Wilson (AW) Caroline Langdon (CL)	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
Item 1 – Previous Minutes 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.	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. In August the number of incoming calls was 188 per day with 82% answered within 10 minutes. In September the number of incoming calls was 225 per day with 77% answered within 10 minutes The callback functionality we have on the phone system continues to be used more with over 44% of eligible callers using the feature.	KT

<p>Item 3 – Pharmacy Team Update</p> <p>Stephany, who worked as a practice pharmacist is leaving the practice and will be replaced by Joonwoo who is currently in training. She will be assisted in the pharmacy team by Asim who will work with us part-time.</p>	KT
<p>Item 4 – Leavers/ Joiners & Recruitment</p> <p>We also have a new part-time doctor who has recently joined the team, Dr Jadoon, adding a second female GP to the practice.</p> <p>Randa, Healthcare Assistant has left the practice, and is being replaced by a new Nursing Associate, Bal who is also currently in training.</p> <p>Mary has joined the reception team, has completed her training and is now on reception.</p>	KT
<p>Item 5 – Flu Vaccine Roll-out</p> <p>KT informed the group that the practice has been responding faster than ever to the flu vaccine rollout. Using Accubook (online booking via text message invite) more people can be booked in faster, and the practice has contacted nearly all eligible patients twice by early October, with clinics starting on at the beginning of October.</p>	KT
<p>Item 6 – Online Appointments</p> <p>KT explained that the practice has more appointments than ever available for online booking. Blood tests, smears, blood pressure, routine GP and on-the-day GP appointments are all available online.</p>	KT
<p>Item 7 – Ask Reception & Ask The Doctors webpages</p> <p>KT informed the group that the Ask Reception webpage form is now active and the practice has been receiving questions via our website. Ask the Doctors is scheduled to start in early December.</p>	KT
<p>Item 8 – AOB</p> <p>CL asked KT to message Dr Agboola to say she was sorry he had left and thank you for looking after the patients.</p> <p>CL asked if a GP would be available to attend the PPG in future. KT said he would bring this up at the next Senior Management Meeting</p>	

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