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MINUTES

MINUTES OF THE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD IN THE MEETING ROOM AT BSHC – MONDAY 25TH MARCH 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 Dr Goyal will be leaving the practice at the end of March 2024, and that Dr Maroof will be replacing him from the 1st of April, AW was very pleased to hear this.</p> <p>KT informed the Group that our new Practice Pharmacist will soon finish her training and will then join the practice to help with the workload. A new Physician Associate has been recruited and when he has finished his training will join the practice to offer more appointments to the patients. The group was also informed that an advert has gone out for an additional GP.</p>	<p>KT</p>
<p>Item 5 – Pharmacy First</p> <p>KT introduced the NHS's recent Pharmacy First scheme, and explained what it is and how it operates.</p> <p>The practice is looking to refer people with ailments suitable to be seen at a pharmacy to their local pharmacy in line with the Pharmacy First principal. This will enable the practice to see more patients who are not suitable to be seen at their local pharmacy.</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