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MINUTES

MINUTES OF THE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD IN THE MEETING ROOM AT BSHC – MONDAY 7th JANUARY 2025

In attendance:	Kevin Tombeur (KT) Shannon Sumner (SS) Ann Wilson (AW)	Reception Manager – Interim Chair Nursing Associate
Apologies:	Caroline Langdon	

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 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 September the number of incoming calls was 225 per day with 77% answered within 10 minutes In October the number of incoming calls was 228 per day with 77% answered within 10 minutes In November the number of incoming calls was 229 per day with 79% answered within 10 minutes	KT

<p>Item 3 – Leavers/ Joiners & Recruitment</p> <p>Kevin informed the group that Mary, part-time receptionist, has left the practice and also Halima, HCA, has left the practice.</p>	KT
<p>Item 4 – Flu Vaccine Roll-out</p> <p>KT informed the group that the practice has been responding faster than ever to the flu vaccine rollout. So far 430 patients have been vaccinated at the practice.</p>	KT
<p>Item 5 – Early Cancer</p> <p>KT reported that BHSC has begun to take part in two projects to proactively screen patients in at risk groups for prostate and cervical cancer. Male patients with African ancestry over the age of 45 have been invited for a PSA blood test.</p>	KT
<p>Item 6 – Patient Segmentation</p> <p>KT informed the group that the practice has installed Johns-Hopkins patient segmentation and is now looking at ways to use the information to improve the overall patient experience.</p>	KT
<p>Item 7 – Reasonable Adjustments</p> <p>KT informed the group most Learning Difficulties patients have now have an appointment with a clinician to discuss any reasonable adjustments they may need, and whether they would like the practice to share them with the rest of the NHS. The project is underway.</p>	KT
<p>Item 8 – 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 has been delayed and is scheduled to start on the 7th January 2025.</p>	KT
<p>Item 9 – AOB</p> <p>AW Discussed ideas for promoting the PPG. KT agreed to produce some new leaflets for the PPG.</p>	KT

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