



**Broad Street Health Centre**  
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## MINUTES

### MINUTES OF THE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD IN THE MEETING ROOM AT BSHC – MONDAY 17<sup>th</sup> FEBRAURY 2025

In attendance:	Kevin Tombeur (KT)  Ann Wilson (AW) Caroline Langdon (CL)	Practice Operations Manager – Interim Chair
Apologies:		

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
<b>Item 1 – Previous Minutes</b>  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
<b>Item 2 – Telephone Calls Update</b>  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 December '24 the number of incoming calls was 230 per day with 77% answered within 10 minutes  In January '25 the number of incoming calls was 234 per day with 72% answered within 10 minutes  C.L. said that she had had good a experience using the Call Back feature on the telephone system.	KT

<p><b>Item 3 – Leavers/ Joiners &amp; Recruitment</b></p> <p>KT informed the group of the following:  Dr Jadoon has left the practice.  Godwill (Healthcare Assistant) will be working extra days at Broad Street Health Centre.  Marta will be working extra hours as a Care Coordinator.  The practice is advertising for a GP and a Practice Nurse.</p>	<p>KT</p>
<p><b>Item 5 – Early Cancer Quality Improvement Scheme</b></p> <p>KT discussed the Early Cancer Quality Improvement Scheme with the group. Men with afro-caribbean ancestry over 40 were invited to take a PSA blood test. Of those that did 11% had raised PSA levels. Men in this group and women from India, Sri-Lanka and Pakistan eligible for smear tests were invited to talks from Dr Adeleye and Dr Patel respectively.</p>	<p>KT</p>
<p><b>Item 5 – PPG Promotion</b></p> <p>KT reported that BHSC has new leaflets in the patient leaflet display as well as new posters in both waiting rooms.  In addition, Simon from Healthwatch said he would do some promotion at the surgery to inform patients about the PPG.</p>	<p>KT</p>
<p><b>Item 6 – Patient Segmentation</b></p> <p>KT informed the group that the practice has installed Johns-Hopkins patient segmentation is ongoing. All patients in the Red groupings will be considered for care plans, and the practice is looking to implement changes to the Care Navigation based on a patient's segmentation.</p>	<p>KT</p>
<p><b>Item 7 – Ask Reception &amp; Ask The Doctors webpages</b></p> <p>KT informed the group that the Ask Reception webpage form is still active and the practice has been receiving queries via our website. The Ask the Practice which includes medical queries has been implemented and patients are now able to access the clinical team using this.</p>	<p>KT</p>
<p><b>Item 8 – AOB</b></p>	

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