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MINUTES

MINUTES OF THE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD IN THE MEETING ROOM AT BSHC – MONDAY 9th JUNE 2025

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| In attendance: | Elena Orr (EO) Caroline Langdon (CL) Miriam Sparkes (MS) | Practice Operations Manager – Interim Chair |
| Apologies: | Kevin Tombeur (KT) | |

| Discussion and Decision (a) | Action (b) |
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| A general reminder was given by EO 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 EO 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 EO 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 February '25 the number of incoming calls was 253 per day with 79% answered within 10 minutes In March '25 the number of incoming calls was 249 per day with 76% answered within 10 minutes | EO |

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| In April 25 the number of incoming calls was 184 per day with 78% answered within 10 minutes. | |
| <p>Item 3 – Leavers/ Joiners & Recruitment</p> <p>EO informed the group of the following: Michela (Nurse) has started work on 01 May 2025. Hari (Receptionist/Administrator) has started work on 19 May 2025. No leavers.</p> | EO |
| <p>Item 4 – Automated 24/7 Check and Cancel on the phone system</p> <p>The automated 24/7 check and cancel feature on the phone system is now fully operational. This service allows patients to check or cancel their appointments at any time, day or night, using the phone system. This means patients no longer need to wait for practice opening hours to manage their appointments, making it more convenient and helping to reduce missed appointments. The system is easy to use and guides callers through a few simple steps to confirm or cancel their booking quickly and securely. The patient needs to use the telephone number which is on the patient medical records.</p> <p>EO has provided CL and MS with an informational leaflet to take away for reference. This new service is also being promoted across multiple platforms, including the practice website, printed leaflets, and the patient information screen, to ensure patients are fully aware and able to make use of it.</p> | EO CL & MS |
| <p>Item 5 – PPG (Patient Participation Group) Promotion</p> <p>EO mentioned the PPG (Patient Participation Group) promotion efforts have recently been supported by Simon from Healthwatch, who spent four hours at the surgery last week engaging with patients and encouraging new members to join. His conversations were well received and helped raise awareness of the group's role in shaping and improving services. Simon has kindly offered to return and repeat the session, potentially alongside a current PPG member to provide further insight. To make involvement even more accessible, it's also been suggested that future PPG meetings be run via Microsoft Teams, allowing patients to attend virtually from the comfort of their own homes. Unfortunately, there were no new members</p> | EO |
| <p>Item 6 – Prescription Tracking now available on the NHS App</p> <p>EO explained the Prescription tracking is now available on the NHS App, allowing patients to easily monitor the status of their prescriptions in real time. This new feature provides updates from the moment a prescription is issued to when it's ready for collection at the pharmacy, offering greater transparency and convenience. It helps reduce uncertainty and the need to call the practice or pharmacy for updates, making the process more efficient for both patients and staff. Mainly available for Boots and a few others.</p> | EO |
| <p>Item 7 – AOB</p> <p>CL informed the group that, as mentioned at the last meeting, she had contacted Prostate Cancer UK, who kindly sent leaflets for distribution. She took the initiative to go out and</p> | CL |

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| hand these out to people in the local area. Additionally, Prostate Cancer UK provided a specific leaflet highlighting that 1 in 4 Black men will get prostate cancer, which CL also distributed within the community to help raise awareness. | |
| EO asked both CL and MS if they would be happy for the CQC inspector to contact them with questions ahead of the upcoming inspection. Both agreed that they would be happy to assist. EO confirmed she would put their names forward and assured them she would inform them who would be contacting them, as well as confirm whether they were comfortable with their mobile numbers being shared. MS asked if her mobile number could be used instead of the landline number. EO confirmed that this would be fine and said she would add an alert to MS's medical records to reflect the change. | CL, MS & EO |
| The Next PPG (Patient Participation Group) will be held on Monday 11 August 25 at 1800-1900 | All |

Elena Orr
Practice Manager - Interim Chair
Meeting Closed: 19:00