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MINUTES

MINUTES OF THE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD IN THE MEETING ROOM AT BSHC – MONDAY 14th APRIL 2025

In attendance:	Kevin Tombeur (KT) Caroline Langdon (CL)	Practice Operations Manager – Interim Chair
Apologies:	None	

Discussion and Decision (a)	Action (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 CL 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. In April '25 the number of incoming calls was 236 per day with 76% answered within 10 minutes The average time to answer was 8m40s.	KT

<p>Item 3 – Leavers/ Joiners & Recruitment</p> <p>KT informed the group of the following:</p> <ul style="list-style-type: none"> • Michela, Nurse, has joined the practice, and after completing her mandatory training is now seeing patients. • Hari, Administrator/Receptionist is due to start at Broad Street Health Centre on the 19th May. 	KT
<p>Item 4 – PPG Promotion</p> <p>There is now a video promoting the PPG on the television screen in the main waiting room. CL said that she had seen the PPG information and video on the TV screen and thinks it's good.</p> <p>Also Simon from Healthwatch is due to attend the practice the week before the next PPG to speak to patients and promote the PPG.</p>	KT
<p>Item 5 – Booking Test Results Appointments Made Easier.</p> <p>KT explained that after receiving feedback from patients we have changed the appointment structure to make it easier for patients to book appointments for test results when they have received a message from the practice to book an appointment. The message will include a link where the patient can book their appointment on a smartphone, and the availability of the appointments has been improved.</p>	KT
<p>Item 6 – Automated 24/7 Check & Cancel Coming Soon</p> <p>A new feature on our telephone system is due to be installed in the next few days. Patients will be able to call the main surgery number at any time of day or night, whether the surgery is open or closed, and check appointment times or cancel an existing appointment using an automated system without having to wait to speak to a receptionist.</p>	KT
<p>Item 7 – AOB</p> <p>CL said that introductory message on the phones is too long and contains a lot of information about a separate service, the Reading Urgent Care Centre.</p> <p>KT explained that unfortunately we have to have this information as we receive many calls for the Reading Urgent Care Centre as patients do not always understand the difference between the RUCC and BSHC. Having this message means our receptionist have to answer fewer calls, leading to shorter overall waiting times.</p>	KT

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