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MINUTES

MINUTES OF THE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD IN THE MEETING ROOM AT BSHC – MONDAY 11th AUGUST 2025

In attendance:	Kevin Tombeur (KT) Caroline Langdon (CL) Ann Wilson (AW) Natalie Cook (NC)	Practice Operations Manager – Interim Chair
Apologies:	None	

Discussion and Decision (a)	Action (b)
KT Welcome NC to the group as it was her first attendance. 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 who 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. In June '25 the number of answerable incoming calls was 175 per day with 83% answered within 10 minutes. The practice received an average of 41 calls between 08:00 and 08:20am. In July '25 the number of answerable incoming calls was 177 per day with 79% answered within 10 minutes. The practice received an average of 38 calls between 08:00 and 08:20am.	KT

<p>Item 3 – Leavers/ Joiners & Recruitment</p> <p>KT informed the group of the following: Ian Kennedy (Paramedic Practitioner) will be leaving the practice in October. CL asked how Hari (Receptionist) and Michaela (Nurse) are getting on since they started in May. KT said that both patients and management are very happy with them, and they're fitting in well.</p>	<p>KT</p> <p>CL</p>
<p>Item 4 – PPG (Patient Participation Group) Promotion</p> <p>The practice continues to promote the Patient Participation Group with posters on noticeboards in both waiting rooms, on the TV screen, and a page on the practice website.</p> <p>KT will invite Simon from Healthwatch to come and visit the practice again to promote the PPG and CL has kindly agreed to help him.</p> <p>NC said that she found out about the PPG from the posters on the noticeboards at the practice, and that she then used the practice website to find out more about the group, including reading previous minutes.</p>	<p>KT</p> <p>CL</p>
<p>Item 5 – CQC Inspection</p> <p>KT thanked CL for having volunteered to be interviewed by the Quality Care Commission during the recent inspection of the practice at the end of July 2025. CL said that she wasn't aware of a call from the CQC and hadn't spoken to them.</p> <p>KT explained the process of the inspection and informed the PPG that the practice hadn't yet had the full report from the CQC, but that the rating would be published on the CQC website and in the reception area of the practice.</p>	<p>KT</p>
<p>Item 6 – Increasing uptake of the NHS App</p> <p>The group discussed trying to increase uptake of the NHS App amongst patients. NC said that it would be good to have a workshop for those who are afraid that it would be difficult to set up and use the App.</p>	<p>KT</p>
<p>Item 7 – AOB</p> <p>Nil</p> <p>The Next PPG will be held on Monday 13 October 25 at 1800-1900</p>	<p>All</p>

Kevin Tombeur
Practice Operations Manager - Interim Chair
Meeting Closed: 19:10