

## **MEETING MINUTES FOR PPG**

**Friday 21 Aug 25 @17.30 in house**

### **Attendees:**

Sangeeta Kathuria (chair)  
Moir Black  
Robert Gurd  
David Jenkins  
Ann Smith  
Jill Morris  
Jean Rowe  
Roisin Holden

### **Apologies**

Sarah Evander  
Owen Grainger  
Robin Carlyle

## **NHS APP**

SK discussed a challenge where we need to try to educate more patients to sign up to the NHS App and ways to do this. We need to improve 10% up from our baseline and need around 300 patients more to achieve this target. One suggestion was to write to the MP Rupa Haq and complain about the inefficiencies of the app.

SK advised that we have even had training support and materials that we have shared on the website to show patients how to set it up. In our admin team Neha and Anisa are trained to show patients how to set this up on their phones and use the app. They can drop in anytime and speak to one of them to obtain this support.

## **ROLES AT SURGERY**

SK discussed the various roles at the practice – she informed the members that Neha is now the Deputy Manager to support the Manager in her absence and Anisa is the Reception Supervisor. This has made the work more efficient in the back office in running the team.

## **CARE COORDINATOR**

SK discussed the option of hiring or training a member of staff for a new role that has been suggested for funding by the PCN. This is the care- coordinator role and this role will be able to help be the liaison between patients and various external support and care structures e.g. hospitals, community care etc. She can support with referrals, follow up and chasing updates for patients. There is training involved for this role as some triaging skills will be required for signposting appts to ensure they are booked in the correct slots with a clinicians or sent to the pharmacy etc.

The members were very open and keen for this role. SK to discuss advertising for this or seeing if anyone in-house would be willing to train up for this.

### **HOUSEBOUND PATIENTS**

SK discussed this cohort of patients who will be visited at home to have their health reviewed by a paramedic from the PCN, if they suffer with any chronic diseases eg diabetes, asthma, COPD etc. The paramedic will come and do a full thorough review with them including any blood tests or even a spirometry if needed.

### **PATIENT SURVEY**

SK discussed the positive results of a recent patient survey that shows the surgery has an overall positive experience of 86.37%. This has been a great achievement for the practice.

SK also discussed a new survey that will be sent out to our patients in September, which is an access survey whereby we would like to see how much the patients know about the various access channels and services provided by the surgery and PCN.

There will also be a meeting to go through these results later in the year.

### **CANCER QUALITY IMPROVEMENT SCHEME**

SK discussed the sign up to a cancer quality scheme by the surgery whereby we will be looking at our cancer diagnosis and how quick and effective we are in catching any cancers for our patients in time. There will be a comprehensive audit that will be carried out by the clinicians and results will be shared with other practices to see how well or not so well the borough is doing with respect to this area and discuss ways of improvements.

**Next meeting – Friday 5 Dec 25 at 17.30 in surgery**