

27/11/2025 – PPG meeting

Attendees:

(Please note – patient's names reduced to initials to protect their privacy).

1. Dr Kyla Cranmer (Site Lead GP Partner)
2. Simran Sahota (Operations Manager)
3. NS
4. AO
5. PM
6. JL
7. KW
8. SW
9. IC (Guest Speaker)

Agenda:

- Parking
- Flu Campaign – How Can We Boost Intake?
- Phone Call Statistics.
- PATCHS.
- Next Meeting.
- AOB

1. Parking.

Kyla introduced our guest speaker (IC) who is a patient of ours. He has successfully contested a parking ticket issued to him by the parking company that monitors parking on these grounds by submitting a small court claims. He said the parking company do not have any legal grounding to charge for parking on any private properties as per the 'Supreme Court Beavis 2015 ruling' which only applies to commercial parking grounds and not private grounds. He will provide a redacted version of his witness statement and defence to any patient who receives a ticket and wants to take it to the small claims court.

NS queried if we could prevent patients from receiving tickets by whitelisting all vehicle registration numbers. Kyla advised this is not possible as residents and patients share bays.

2. Flu Campaign

Kyla advised cohort of patients whom are eligible for the vaccines this year has changed.

Kyla advised Charing Cross Hospital would convert surgical wards to medical wards to increase the capacity of beds for flu season. Charing Cross were not able to come out of the winter crisis in 2024 and therefore have no capacity to increase any beds this winter.

This makes it imperative more than ever to increase the uptake of flu jabs.

Kyla asked the group for suggestions to increase uptake.

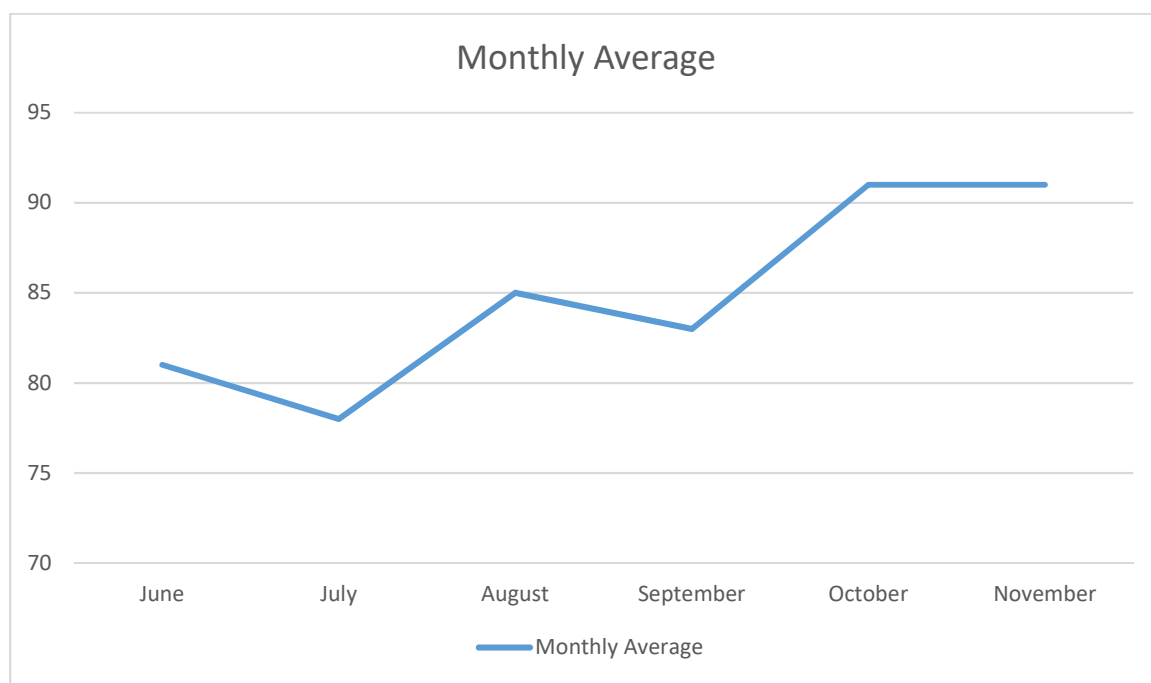
- PM advised that this year the NHS app reminded him and he thinks it's a good source. Kyla advised we are currently training up two of our receptionists to become 'NHS champions' and will take a lead on assisting patients in using the app. They will have a weekly pop-up session. PPG group in agreement this would be good.
- KW asked what do we sent out to patients. Kyla advised that we send out emails due to the change in contract, which means we are charged out of our budget for any SMS messages sent.
- Kyla advised we also did our annual super Saturday this year which pulls in a high attendance.
- PPG group in agreeance that the TV's in the waiting area would be good to use.
- KW suggested hand-delivering leaflets to patients home.
- KW advised a lot of older patients are reliant on social media.

Kyla asked for any advice on how we can increase the uptake of patients under 50 with chronic health conditions that put them at higher risk.

- PPG group feel a cause for this could be due to miscommunication about vaccines.
- PM advised putting signs outside.
- Keith suggested changing the message on the phones so that it advises patients to come in for their vaccine.

3. Phone Call Statistics.

Simran went over the statistics of our phone calls over the last 6 months. The practice has a goal of answering 90% of calls in under 10 minutes. Please see below the data presented to patients:



June: 81%

July: 78%

August: 85%

September: 83%

October: 91%

November: 91%

Please note our goal is to answer 90% of calls in 10 minutes. The above are averages for the month. However, we have seen a massive improvement over the past 6 months. For instance, in June we have had a week where the lowest percentage in a singular day was 62%. Move forward to October/November, we have had days where the percentage has been as high as 100%.

Simran advised there will be a live tracker of the phone calls soon (I.E. waiting time and queue numbers) on the practice website. All patients in agreeance this will be good.

4. PATCHS

Kyla advised PATCHS is now open during working hours (8am-6:30pm) in line with contract changes since 1st October 2025. We will also no longer be able to limit the number of PATCHS requests that we consider safe to triage each day. However, the government has emphasised, that any requests coming through should only be routine. Kyla expressed concern that patients may still submit medically urgent requests.

NS and PM both expressed they do not feel this will be a risk as PATCHS prompts patients to call 999 or go to A&E for any urgent symptoms.

5. Next Meeting

Kyla advised we are exploring the option of hosting the next meeting on MTeams to see if it will reach a different cohort who may not be able to attend in person due to commitments.

Kyla asked if that would exclude any of the members present today. No one put their hand up.

6. PPG Board

Kyla said the patients are supposed to lead the PPG meetings, but we do not have a chair or secretary.

Kyla said we need a PPG board up with compliments, comments and information about the PPG.

Actions:

Task	Person Responsible	Due Date
Looking into the cost of setting up the TVs	Kyla	N/A
Setting up a message on the phone lines for flu jabs.	Simran	27/11/2025 (Completed).

Next Meeting Date: TBC