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## Patient Participation Group (PPG) Meeting Minutes

**Date:** 30 June 2025

**Time:** 1pm

**Venue:** The Practice @ 188 / MS Teams

### In attendance:

Ryan Bentley (RB)

Laurence Kleerekoper (LK)

Bernard Benn (BB)

Sandra Newman (SN)

Raksha Savla (RS)

### Apologies:

Kavita Hindocha

Susan Duboff

#### - **Introductions & approval of minutes from the previous meeting**

The group approved the minutes of the March 2025 meeting.

#### - **Reminder of the scope of the PPG**

RB reminded the group that the PPG is a forum for patients to provide feedback and influence decision making within the practice. All members of the group have a responsibility to ensure they are representing the wider patient body.

The group agreed that it cannot be used to discuss individual concerns or clinical cases, for which there are established routes of contact which aim to provide equity for all patients.

#### - **Total triage policy feedback**

RB thanked the group for an overwhelmingly positive amount of feedback on the practice's draft total triage policy. It was noted that this new system, in place since April 2025, is a major change in the way the practice operates so continued feedback and iteration are essential.

BB asked how else the practice collects feedback beyond the PPG. It was noted that this is done by text message following every appointment (whether that be face-to-face, telephone, or online), after use of the online consultation platform, periodically through Google reviews, and in-person comment cards.

RS noted that the practice receives a significant number of triage requests each day which require prioritisation. Discussion ensued around the way in which triage requests are processed on a daily basis and the use of automated intelligence (AI) in this process. RB

noted no decision on a patient's care is ever taken without human input. The group also noted there is a programme of work being undertaken nationally to implement risk stratification through population health analytics software (such as the Johns Hopkins ACG System).

- **Additional Roles Reimbursement Scheme (ARRS) staff**

The group noted, and had requested explanation about, staff working at the practice in the roles of 'Clinical Pharmacist' and 'Social Prescribing Link Worker' amongst others.

RB explained the Additional Roles Reimbursement Scheme and how this worked in practice. The group noted the benefits this has brought to patients, enabling the practice to look beyond a purely medical model when preventing and treating ill health.

- **AOB**

RB provided the group with an update on recent staff recruitment. Two newly qualified GPs, who commenced employment in January 2025, were noted to be progressing well at the practice. The practice had also, in the last week, recruited two new receptionists. This was in part to replace the departure of one receptionist in May 2025 but also to continue expanding the team to cater for increasing demand and an increasing number of patients.

LK noted there are significant upcoming changes in the structure of the NHS, with the abolition of NHS England and several other large-scale changes planned by Government. It was agreed that this will be listed as an agenda item in the next meeting to ensure the group is aware of the impact this will have on the practice.