

# Patient Participation Meeting

**Date:** Monday 3<sup>rd</sup> November 2025

**Time:** 10:00am

**Location:** Teams Meeting

**Chairperson:** TBC

**Minutes Taken By:** Lesley Holt

## Attendee's:

Lesley Holt – Practice Manager

(JH) – Patient

(KM) – Patient

(MM) - Patient

---

## 1. Welcome and Introductions

- Brief welcome from Practice Manager
- Introductions of attendees and apologies from absentees

## 2. Practice Update

- New phone system – this went ‘live’ on the 18<sup>th</sup> September. The main aim of the new system was to improve the patient experience, reduce the burden on reception staff, providing clearer data and insight and to facilitate better patient care.,
- New website: This went ‘live’ earlier this year. It is more streamlined and user friendly.
- Use of Accurx for triage, prescription requests, sick note requests, disease review appointments.
- Greater use of self-booking links.
- ---

## 3. Communication

- Updates on how the practice is communicating with patients (e.g., newsletters, website, text messaging)
- Feedback on effectiveness of current communication methods
- Suggestions for improving patient engagement and information sharing
- Discussion on social media or digital updates
- We talked about using ‘self-booking’ links in text messages to allow patients to book appointments through their phones. The group felt that clear communications to patients to promote this function would be warranted. Communication routes would include text messages, posters, flyers in reception, posted on Facebook and the website. The PPG would be happy to talk to patients about this in the waiting room.
- Facebook: we have less than 500 followers on Facebook presently. This is a useful tool for short term messaging ie: when we have telephone issues, or IT issues which

affect patient communications. We also use Facebook to share information about patient services and support groups. Also to highlight screening services etc.

- Patient newsletters: The PPG are going to suggest topics which we can highlight through the newsletter which is currently produced quarterly. The PPG will also have a dedicated section to promote the group and highlight the work they are doing on behalf of patients.

#### **Actions:**

- Expand and highlight 'self-book' appointments within the practice, in order to minimise the pressure on the telephone system.
  - Improve our 'Facebook' profile in order to improve followers.
  - Engage the PPG members in producing ideas for their section in the practice newsletter.
  - (MM) was not aware we had a new website, so will go online and have a look and will provide some feedback for us.
- 

#### **4. Issues Raised by Patients**

- Blood test results: The PPG felt that patients need to be fully informed about how we manage blood test results in practice. Currently normal results are filed. Abnormal results are sent to the clinician who requested them, or a different clinician if they are not in. It is then the responsibility of that clinician to follow up, that may be ringing the patient or asking reception to book them in for a face to face or telephone consultation. It was decided that an information sheet be produced for patients, and the HCA or nurse taking the blood could give it to them when they attend for their blood test.
- Bereavement Services: (JH) highlighted the need for improved communications around bereavement and how we communicate local services to patients who may be struggling. Patients may not be aware of the local clubs and services available for them to access. The Practice currently send a condolence card and information about bereavement counselling to patients' families, once we are informed of a death. Lesley will produce a copy of this information and then the group can look at how to improve it.
- (JH) suggested we consider having a chaplain allocated to our practice who we could then link patients with if appropriate. We will look more closely into doing this.
- (JH) asked if she could attend a team meeting to discuss the role of the Patient Participation Group. We will schedule a date in the new year for her to attend.
- Cancer Services/Screening: (JH): Gemma Douglas at the PCN has been driving forward improvements to Ashton PCN's cancer screening engagement. Gemma is affiliated with the Cancer Alliance and has done lots of work around improving screening figures for bowel, breast and prostate cancer. We do many 2WW referrals and have a robust protocol for following up these appointments to ensure the patient is seen and treated in a timely manner.
- Over 75's: (KM) what is the practice is doing to support and communicate with our elderly population, especially those who are socially isolated or bereaved. We have done lots of work in the past getting in touch with all our over 75 patients to ask if they required any support. The PCN care co-ordinators took over this work and Lesley will touch base to see what future plans they have regarding this cohort.

**Actions:**

- Produce a patient information leaflet regarding blood test results.
  - Improve bereavement information.
  - Produce a text message re: bereavement services which can be sent to patients who require further support.
  - Confirm date of practice team meeting for Jean to attend to discuss role of PPG.
  - Lesley will liaise with the care co-ordinators at the PCN to confirm what work is being done/planned for the over 75's. This could be via phone call, text, letter etc. Will confirm at next meeting.
  - Look at having a chaplain attached to the practice.
- 

**4. Future Plans and Developments**

- Upcoming initiatives, campaigns, or community health events
- Plans for improving patient care and access
- Updates on practice facilities, staffing, or new services
- Opportunities for patient involvement in projects or surveys

**Actions:**

- Add any appropriate items onto rolling agenda for discussion.
- 

**5. Strengthen Communication**

- Improve attendance at PPG meetings by members.
  - The PPG newsletter: no requirement for own newsletter, but to have a section in the quarterly practice newsletter. The topic is to be provided by the PPG.
  - Use social media or the practice website to promote the group's activities and invite input.
  - Improve the relationship between the PPG and GPs.
  - Have a schedule of meetings.
  - Arrange a face-to-face evening meeting with a GP present 7:00pm – 8:00pm.
  - The PPG would like us to look into arranging one before Christmas if this is possible.
  - A PPG member to attend a Target/Teams meeting to promote the role of the PPG to practice staff.
- 
- 

**6. Date of Next Meeting**

- To be confirmed.