PPG MINUTES

Location: Firsway Health Centre –
Health Education Room
Date: **Thursday 14th May 2026**
Time: **6pm – 7pm**
Facilitator: Dr Rimma Grant, GP Partner
Helen Eames, Practice Manager

Agenda Items

1. Welcome & Introductions

- Introduction of any new members or staff

2. Approval of Previous Minutes and Outstanding Actions

- **Minutes Review and approval -** The minutes from the previous meeting in February were approved. It was requested that future minutes be sent out in PDF format as well as Word format to improve accessibility on mobile devices.
- **Home BP Monitoring Communication Pathway:** To finalise the setup of the dedicated BP email address. Work is ongoing to establish a new pathway for home blood pressure monitoring submissions. A dedicated email has been set up, but processes for redirecting forms and assigning staff to manage them are still being finalised.
- **Men's Health Awareness:** The Practice will review how to better promote men's health awareness in the Spring. Dr Hunter has agreed to present an event, date to be agreed.
- **Bowel Cancer Screening:** The group had discussed previously bowel cancer screening kits. The practice will consider promoting bowel cancer screening kits can be requested over the age of 75 in the Spring. Text and website notice created and distributed.
- **Mammograms:** The practice will consider the feasibility and ethics of running a report to identify women over 70 who may wish to request a further mammogram in the Spring. Text and website notice created and distributed.

3. Practice Update (from GP/Practice Manager)

- Staffing changes – New female permanent GP, Dr Hiral Rana and a temporary female GP, Dr Lucy Hyde who is covering Dr Sefton's sabbatical.
- Service updates (clinics, appointment systems, new services)

  The appointment system has been adjusted following the new NHS requirement to keep phone lines open until 18:30. This has involved increasing the number of urgent on-the-day appointments, which impacts the availability of routine appointments. However, routine appointments are still generally available within a week.

  Saturday clinics for pre-booked, non-urgent appointments continue, shared with Washway Road practice. These include GP, nurse, and phlebotomy appointments.

  The practice did not sign up for the spring COVID-19 vaccination programme, which was instead delivered by national providers or chemists. The practice does offer the RSV and shingles vaccine for eligible patients.

  It was confirmed that every patient has a named GP for administrative purposes, but patients are free to see any doctor. Continuity of care is preferred by doctors where possible.

  The MyMFT hospital app was discussed, with the consensus being that it is a more reliable way to receive results and appointment letters than post.

4. PPG Project Updates

- Progress on ongoing initiatives (e.g., wellbeing events, surveys, newsletters)
  a) Wellbeing walks – are restarting next week. They will be fortnightly, alternating between Tuesdays, Wednesdays and Thursdays.
  b) NHS app champions and weekly drop-in sessions to all patients every Thursday 12-1pm.
- Planning for new initiatives
  a) Research opportunities – opportunities for suitable research candidates are sent to patients. Details of various research studies are advertised on notice boards in both waiting rooms.
  b) Care Co-ordinator role to focus on vulnerable patients, promote wellbeing and charity events for patients. **Action -** Care coordinator (Izzie) to email a patient group member with details of the Carers events
     - Carers coffee event, Veterans event, Foodbank, Don't Walk Past for the homeless charity donations, Learning Disabilities coffee events.

5. Patient Experience & Feedback

- Review of Friends & Family Test results – 93% would recommend.

  Compliments and complaint's themes - The practice's Google review rating has improved to 4.2 stars.

  The process for handling 'Did Not Attend' (DNA) messages has been changed. Patients who notify the practice they cannot make their appointment, even within

one hour of the appointment time, will have it recorded as 'cancelled' rather than receiving a DNA message.

To improve confirmation of appointments made at the front desk, reception staff can now send an immediate confirmation text message to the patient.

6. Practice Priorities & Improvement Planning

- Access & appointment system improvements
    a) Actively looking when our next routine is and promoting this to patients i.e. TV screen, notice in the waiting rooms
    b) Agreed a system in place if routines go above an agreed timeframe, that the Patient Services Manager will alert the Management Team/GP Partners.
- Digital services (online access, triage, website)
    a) Online triage system mandatory to all practices to be open core hours 8am-6.30pm for clinical and administration queries.

7. Any Other Business (AOB)

Repeat Prescription National Policy - The new national NHS policy requires patients to order their own repeat prescriptions, rather than pharmacies ordering on their behalf. This change aims to reduce medication wastage.
It was clarified that this is a national change being implemented gradually. Patients can order repeat medications via the NHS app or other online services. Pharmacies will no longer be able to manage repeat orders, except for patients deemed vulnerable or housebound. The process is intended to ensure patients only order medications they currently need. It was confirmed that dose boxes (blister packs) will continue. A discussion took place on the safety mechanisms in place, such as GPs reviewing the last issue date before authorising a repeat, and the importance of medication reviews. The practice will continue to encourage patient registration for the NHS app. Information will also be provided on setting up proxy access for family members to order prescriptions on behalf of a relative.

Waiting Room Noticeboards and Patient Information
Feedback was received that the practice noticeboards need an overhaul to ensure information is current, relevant, and well-organised. A suggestion was also made to create a guide for patients on age-related health screenings. Attendees agreed that the current noticeboards contain a lot of information that may be out of date or disorganised, making it difficult for patients to find relevant information. The idea of a guide detailing recommended health checks and screenings at different ages (e.g., bowel screening, mammograms, shingles vaccine) was well-received.

Action - The care coordinator, Izzie, will be assigned the project of reviewing and overhauling all practice noticeboards.

Action - A trainee will be tasked with creating a guide for age-related health screenings for patients.

Text Messages - A patient expressed distress regarding a text message about a high QRISK score (13.4%) and advice to take statins, feeling it was insensitive and lacked context. The patient reported subsequent tests showed cholesterol was not high. It was clarified that the QRISK score is a risk predictor based on multiple factors (age, gender, smoking status, etc.) and is used to recommend statins for risk reduction, even with normal cholesterol levels. Dr Grant discussed how the practice uses a standard text message template but patients always had the option of booking an appointment to discuss.

Action - Provide feedback to the clinical team to include a link to the NHS website with text messages regarding cholesterol results/statin advice (RG)

Blood pressure monitoring - Another patient reported anxiety related to home blood pressure monitoring, which can elevate their readings. They have recently completed a week of monitoring and have a telephone appointment scheduled to discuss potentially stopping their medication. Dr Grant explained that for patients who find home blood pressure monitoring stressful, referral for 24-hour ambulatory blood pressure monitoring will be considered.

8. Date and Time of Next Meeting – 9th September 2026 at 12pm

Actions agreed –

- Minutes from the meeting to be distributed in both Word and PDF format (HE)
  Finalise and implement the new pathway for home blood pressure monitoring submissions (HE)
  Care coordinator to email a patient group member with details of the Carers events. (IZ)
- Overhaul and update all practice noticeboards. (IZ)
- Update Data Protection Policy (HE)
- Create a patient guide for age-related health screenings. To be assigned to a trainee (RG)
- Provide feedback to the clinical team to include a link to the NHS website with text messages regarding cholesterol results/statin advice (RG)