
PPG 7 May 2025 Notes - 12.00 to 13.00 Abbottswood Medical Centre

Attendees:

Glenn (chair), Helen, Vicki, Bernice, Cat, Sue, Plaud (our AI secretary)

Apologies:

Ian, Ken

Item 1. Introduction, Apologies and Acceptance of last meeting notes (Agreed)

Item 2. Selection of Chair

Ian stepped down as chair due to scheduling conflicts. The group discussed and agreed that the new chair was Glenn.

Item 3 & 4. Practice Statistics & General Update on Medical Centre Operation

Type of Appointment	January 2025	February 2025	March 2025
Number of Inbound Calls	7,708	6,953	8,262
Number of triage requests received	3,084	2,889	3,202
GP face to face	1053	1040	1077
GP telephone	671	646	612
Home Visits	76	79	66
Nurse Appointments	1509	1392	1417
Pharmacist Appointments	730	761	912
ANP & Paramedic Appointments	529	395	433
Missed Appointments	129	116	142
RSV Vaccine	39	39	43
Covid Vaccine	16	0	2
Flu Vaccine	54	7	5

Fig. 1 - Monthly Practice Statistics

	Total number of ACCURX requests received	Via our Website	Via Reception	via The NHS App
April 2025	2,992	1,848	881	263
March 2025	3,202	1,990	880	332
February 2025	2,889	1,853	758	278
January 2025	3,084	2,026	767	291
December 2024	2,772	1,808	754	210

Fig. 2 - Breakdown of monthly ACCURX Requests received

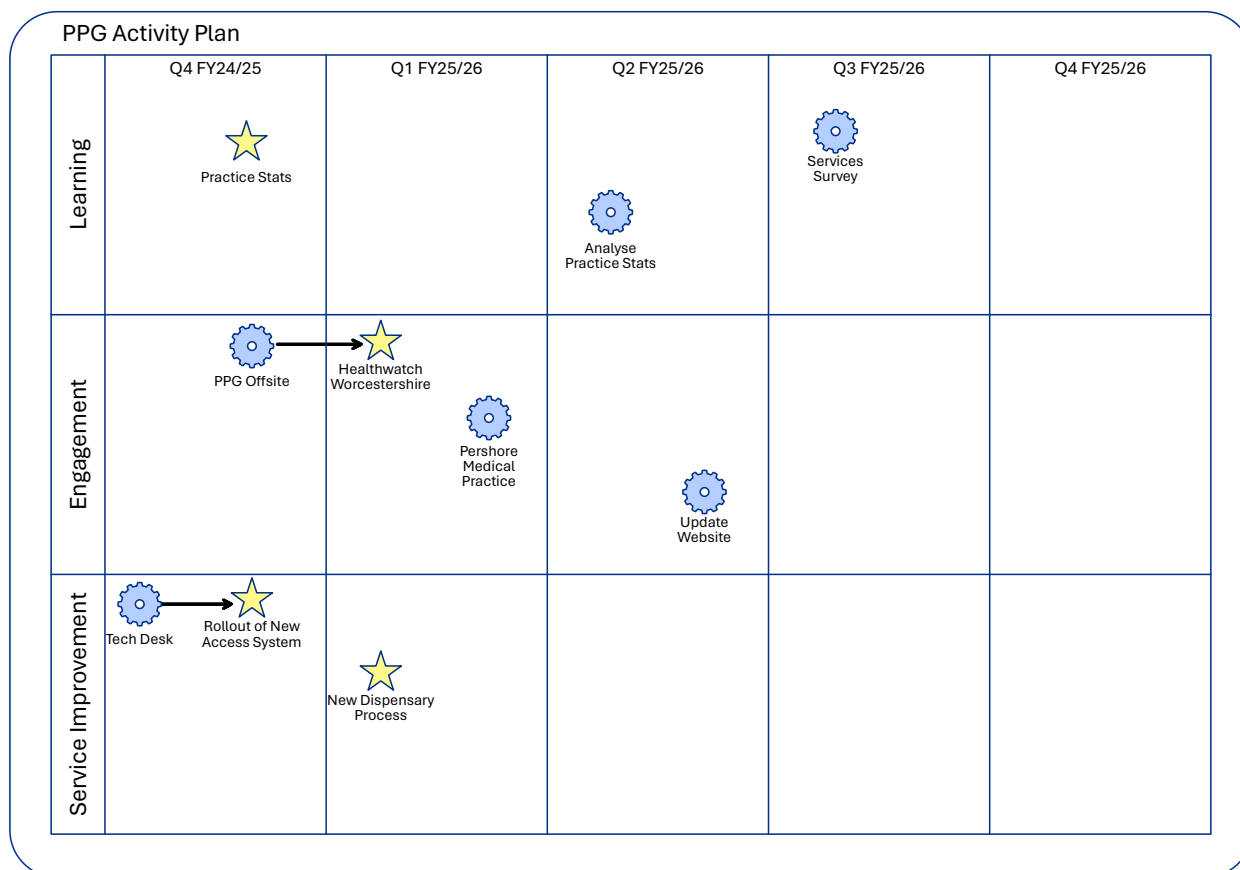
- Practice statistics data were praised for their usefulness. The group discussed the importance of reviewing these figures before meetings.
- Focus on increasing the use of ACCURX online triage forms (Fig. 2). Staff now ask patients why they cannot complete forms themselves and record reasons for audit. Common reasons include dyslexia, lack of internet, or age. Suggestion raised to categorise triage requests for better auditing and support.
- Plans to help patients unable to use online forms, including offering appointments, monthly NHS app support, and direct phone calls to identify barriers.
- Proposal to introduce tablets at reception for patients to try online forms. Aim is to demonstrate ease of use and address misconceptions.
- Discussion on balancing red, amber, and green appointments. Concerns raised about whether patients understand appointment options and if current system encourages only urgent (red) bookings.
- Suggestion to conduct a survey to understand if patients prefer same-day appointments or are willing to plan ahead.
- Idea to connect with the Wellbeing Club to reach more patients and distribute information materials like leaflets and posters.
- Limitations of Online Booking — acknowledgement that some appointments, such as B12 or prostate injections, cannot be booked online or by phone and require in-person booking.
- Discussion on the need to make nurse appointments bookable
- Inbound Calls and Reception Workload — analysis of 7,000–8,000 inbound calls per month, with about 3,000 resulting in triage requests and 5,000 in other areas (Fig.1). Discussion on reducing reception workload and redirecting calls, especially regarding test results, to digital platforms.
- Exploration of why patients prefer the Abbottswood website over the NHS app, including feelings of vulnerability and unfamiliarity with the NHS app.
- Missed Appointments (DNA) — Reporting of 142 missed appointments out of approximately 3,000 (plus nurse appointments), with specific mention of three missed blood appointments in one day.

Agreed actions:

- Continue monthly Practice Stats
- Categorise the types of all inbound phone calls with a view to reducing the load by analysing whether a significant number can be dealt with in other ways, such as using the digital platform (from Fig. 1).
- Categorise the reasons for patients ringing reception, which ultimately results in reception filling in the ACCURX form (from Fig. 2).
- Consider making nurse appointments bookable online.
- Consider strategies to reduce reception workload through monthly NHS App support, direct phone call assistance, introducing tablets into reception, and distributing information to Wellbeing Club
- Efforts to reduce missed appointments include social media reminders and exploring further support for patients.

Item 5. PSG Action Plan

Glenn presented the concept of a quarterly action plan aligned with organisational strategy, divided into learning, engagement, and service improvement swim lanes, using gold stars for achievements and cogs for ongoing work. This allowed the NHS vision to flow down to activities on the action plan in a simple, accessible manner. The plan provided for the recording of past outcomes as well as future planned activities aligned with the overall strategy. See Action Plan below:



Glenn proposed using the plan as a standing item on the agenda to help track activities and deliveries. A second page had a more detailed description of each activity with the names of the leads. The group adopted this concept.

Item 6: 'Tweaks' to the announcement screen in the reception area

Cat raised the idea of tilting the announcement monitor towards the seated patients in reception. The group took an action to look into whether this could be done.

Item 7: Discuss PPG/PSG specifics

Cat proposed that the group be called PPG in line with the NHS naming convention (and original name) rather than PSG. Given the move towards better integration with organisations such as Healthwatch Worcestershire, the group agreed that it was best to use the standard name of Patient Participation Group.

Item 8: Frequency and length of PSG meetings

Helen proposed that the length of the meeting should be 1 hour, and the date of the next meeting be September, then December, given the existing pressures on time. It was agreed that the next full meeting would be in September, but that working groups assigned to extant tasks meet more regularly at premises such as Wellbeing or town.

Item 9: Any other business

- Worcestershire Healthwatch Spring Conference

Invitation to attend the Healthwatch Spring Conference on 2025-05-22 at Worcester Rugby Football Club, with registration at 9:30am and event at 10:00am. Helen and Vicki to attend. Cath Cobain is the guest speaker.

- Patient Survey Working Group to meet out of committee to design survey and circulate to PPG members.
- CQC inspection and community communication—discussion about the upcoming CQC inspection (date unknown), sharing the report and summary with the community, and celebrating results.
- All PPG members to review PPG pages on Abbottswood website and circulate feedback.
- Follow up Pershore Medical Centre PPG engagement — Bernice.

Item 10: Date of next Meeting

10th September 2025.

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