

Patient Participation Group (PPG) Meeting Minutes

Date 13th May 2026.

Chair: Dr Tatjana Djordjevic

Attendees:

- Dr Tatjana Djordjevic
- Dr Rachel Charge
- Soonu Engineer
- Stephen Richard Johnson
- PPG Members and Practice Representatives

Apologies: Mr Mckenzie, Mr Peterson, Mr Raphaely

1. Welcome and Introductions

Dr Djordjevic welcomed attendees and confirmed receipt of the meeting agenda. It was agreed that Dr Djordjevic and Dr Charge would alternate leading agenda items throughout the meeting.

2. Staffing and Service Delivery Update

Dr Charge provided an update on recent staffing changes and service improvements.

Reception Team Development

Following feedback received at previous PPG meetings regarding patient experiences with reception services, the practice undertook a review of reception processes and staff support arrangements.

The review considered:

- Patient feedback regarding consistency of service.
- Changes introduced under the new GP contractual requirements.
- Opportunities to improve patient experience and communication.

Appointment of Service Delivery Manager

The practice welcomed **Mel** as the new Service Delivery Manager.

Members were informed that the role has been created to:

- Improve day-to-day service delivery.
- Support staff development.
- Monitor patient experience and operational performance.
- Strengthen engagement between the practice and patients.

The practice reported that the appointment has already had a positive impact and that improvements in service delivery are beginning to be seen.

Discussion

PPG members welcomed the changes and emphasised the importance of maintaining high standards of communication and customer service at reception.

3. NHS App Update

The practice provided an update regarding promotion and use of the NHS App.

Key Points Discussed

- The NHS App continues to be an important tool for patients to access healthcare services.
- Patients can use the app to:
 - Request repeat prescriptions.
 - View aspects of their medical record.
 - Access test results where available.
 - Manage appointments.
 - Receive communications from healthcare providers.

Patient Feedback

Members discussed varying levels of awareness and uptake amongst patients.

Issues raised included:

- Some patients remain unaware of the app's full functionality.
- Older patients and those with limited digital skills may require additional support.
- Increased promotion may encourage wider adoption.

Agreed Actions

- Continue promoting the NHS App through practice communications.
- Explore opportunities to support patients who require assistance accessing digital services.
- Consider awareness campaigns highlighting the benefits of app usage.

4. Single Patient Record (SPR)

The practice discussed developments relating to the Single Patient Record initiative and broader NHS digital transformation programmes.

Overview

Members were informed that the objective of a Single Patient Record is to improve information sharing across healthcare services, allowing clinicians involved in a patient's care to access relevant information more efficiently.

Potential Benefits Discussed

- Improved continuity of care.
- Reduced duplication of information.
- Better communication between healthcare providers.
- Faster access to important clinical information.
- Improved patient safety through more complete records.

Patient Considerations

Members raised questions regarding:

- Confidentiality and data protection.
- Patient consent and control over information sharing.
- Security of patient records.
- Understanding how data would be accessed by different organisations.

The practice reassured members that all developments would remain subject to NHS information governance standards, data protection legislation, and patient confidentiality requirements.

Agreed Actions

- Continue updating patients as further information becomes available.
- Share educational materials regarding digital healthcare developments.
- Encourage patients to raise any concerns regarding data sharing and record access.

5. Patient Engagement and Communication

A discussion took place regarding patient engagement and ways to strengthen communication between the practice and its patient population.

Discussion Points

Members highlighted the importance of:

- Maintaining regular communication with patients.
- Ensuring that patient voices continue to influence service development.
- Encouraging wider participation in the Patient Participation Group.
- Reaching patients who may not normally engage with practice activities.

Suggestions included:

- Increased promotion of PPG activities.
- Using multiple communication channels including SMS, website updates and NHS App messaging.
- Seeking feedback from a broader range of patient groups.
- Encouraging participation from younger patients and underrepresented communities.

Practice Response

The practice welcomed these suggestions and reiterated its commitment to patient-centred care and ongoing engagement with the local community.

The importance of patient feedback in driving service improvement was acknowledged by both staff and PPG members.

Agreed Actions

- Continue efforts to recruit new PPG members.
- Explore additional communication methods to increase engagement.

- Promote opportunities for patients to provide feedback on services.
- Review ways to improve representation across different patient groups.

6. Any Other Business

Members were invited to raise any additional questions or concerns.

General discussion focused on:

- Continued service improvements.
- Digital access to healthcare services.
- The importance of patient involvement in shaping future developments.

7. Meeting Close

The Chair thanked all attendees for their participation and constructive contributions.

The meeting closed with appreciation for the ongoing collaboration between the practice and PPG.

Summary of Actions

Action	Responsible	Timescale
Continue monitoring reception service improvements	Practice Management Team	Ongoing
Support development of Service Delivery Manager role	Practice Management Team	Ongoing
Promote NHS App uptake and awareness	Practice Team	Ongoing
Provide support for patients using digital services	Practice Team	Ongoing

Dr Rachel Charge Dr Tatjana Djordjevic

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Action	Responsible	Timescale
Share updates regarding Single Patient Record developments	Practice Team	As available
Continue recruitment and promotion of the PPG	Practice Team	Ongoing
Explore additional patient engagement opportunities	Practice Team & PPG	Ongoing

Next Meeting: Aim for October 26.