

Patient Participation Group (PPG) Meeting Minutes

Practice: Hadwen Health Centre

Date: 5th February 2026

Location: Hadwen Health Centre

Chair: Gordon Flewitt

Attendees: Gordon Flewitt, Sam D, Dianne H, Julie J, Andrew G, Gillian BT, Deb S, Emma R (Hadwen) and Sue Y (Hadwen)

1. Welcome & Introductions

Members welcomed, including the return of Gillian to the group.

No amendments to the agenda were requested.

2. Review of Previous Minutes & Actions

NHS App integration remains under review. No update received regarding approval.

Rapid Health FAQ and integration remain ongoing.

Proposal for new mothers' support group discussed previously — further exploration required.

Currently supported by community midwives and anti natal classes

3. Artificial Intelligence (AI) in Primary Care

The group discussed the increasing use of AI in general practice nationally, including:

AI “scribe” software to assist with consultation documentation

AI tools reviewing results and imaging (including X-rays in some areas).

The practice is not currently using AI clinically. Key concerns include:

Patient safety and correct coding between systems.

Risk of incorrect patient record attachment.

Integration limitations with existing clinical systems.

The practice will continue to monitor developments carefully.

4. Staffing Update

One new Urgent Care Practitioner joined (experienced in minor injuries).

Two new Patient Advisors started.

One new Administrator joined in January.

Ongoing apprenticeship programme continues.

Staff morale reported as positive, with strong engagement in training and development.

5. Complaints & Patient Feedback

Since the last meeting:

5 significant complaints received.

3 upheld.

1 partially upheld.

Friends & Family Test (January): 83% rated the practice as “Good” or “Very Good”.

Flu season has placed additional pressure on services but no significant emerging trends identified.

6. Rapid Health System Update

Rapid Health has now been in place for several months.

Patients are gradually becoming more familiar with the system.

Same-day urgent cases may still phone where appropriate.

Overall demand for appointments continues to increase.

Online access has shifted some communication away from phones but total demand has risen.

The system is now more manageable operationally.

7. New Telephone System (Launched This Month)

A new cloud-based telephone system has been implemented.

Key features include:

Queue callback option (patients can retain position without waiting on hold).

Improved call monitoring and data reporting.

Manager support function for difficult calls.

Initial staff feedback is positive.

8. Practice Activity (January Overview)

Over 10,000 appointments delivered.

218 Did Not Attends (lower percentage than previous month).

Nearly 4,000 prescriptions processed.

Approximately 4,500 phone calls received.
Over 6,000 items of external correspondence managed.

This reflects continued high service demand.

9. Screening & Prevention Campaigns

Cervical screening campaign completed.

February focus: Bowel cancer awareness (ages 25–49).
Text message campaigns used to promote screening and symptom awareness.
Prevention and early diagnosis remain priorities.

10. Community & Patient Engagement Initiatives

Chatty Café launched successfully and will continue to develop via the social prescribers.

Walking groups remain popular.

Exploring potential for:
New parent support group.
Idea raised for healthy cooking workshops (community centre kitchen).
Further wellbeing activities.

Hadwen aims to align future initiatives with NHS prevention priorities once confirmed.

11. GP Catchment & Boundary Discussion

Identified gap in local coverage of Coopers Edge.

Boundary extension request declined.

Hadwen continues to operate a multidisciplinary model to maximise capacity.

12. NHS Priorities & Future Direction

Current regional priorities include:

Maternity
Cardiovascular health
Respiratory health
Children & Young People
Frailty (significant focus locally)

Hadwen will review its community initiatives once national funding priorities are clarified.

13. PPG Development

Discussion included:

Encouraging wider demographic participation.
Considering café-based PPG engagement.
Exploring social media outreach.

Members invited to suggest ways to broaden engagement, particularly among working-age patients.

14. Any Other Business

Social media strategy discussed.

Continued monitoring of service demand and patient feedback.

Funding model discussed (approx. £165 per patient per year average).

15. Actions Agreed

Liaise with midwifery team regarding reviewing potential parent cohort group.

Continue monitoring Rapid Health and new telephone system impact.

Continue screening campaigns.

Review community prevention initiatives once NHS priorities confirmed.

Explore Social media strategies and look to increase younger PPG representation.

Date of Next Meeting: 14th May 6:30pm