

Patient Participation Group (PPG) Meeting Minutes

Patient Participation Group Meeting- 14th May 2026

Attendees Gordon Flewitt (chair), Julie, Diane, Gillian, S Young (GP) and E Rowles (practice manager). Jenny, new member as noted below.

Apologies - Sam and Andrew

1. Attendance & Introductions

- * Jenny attended as a new PPG member and introduced herself.
- * General introductions made around the group.
- * Apologies noted informally within discussion flow from Sam, and Andrew.

2. Previous Actions & Antenatal / Community Work

- * Follow-up on community midwife-led antenatal group discussed; current capacity constraints acknowledged. S Young to keep this as an action
- * Exploration of combining midwife, health visitor, and social prescribing support continues.
- * Action: Continue discussions with midwives and social prescribers on low-cost/socially enabled antenatal group model.

3. Practice & System Updates

- * Update on Rapid Health system: increasing usage, but issues with duplicate requests and user navigation.
- * NHS App integration progressing; some improvements in access pathways, blood test requests and results etc.
- * High demand continues (approx. 4,000 phone calls/month + digital requests); system balancing multiple access routes.
- * Action: Ongoing monitoring of Rapid Health usability, duplication issues, and patient communication improvements. E Rowles to speak with Rapid Health to understand search terms used, potentially use this data to demonstrate required changes.

4. Patient Experience, Themes & AOB

- * Feedback shared: mix of compliments and concerns about appointment access and waiting times. 2 complaints noted since last meeting, resolved. Compliments shared around the wider team to support ongoing motivation.
- * Detailed discussion on ADHD/autism pathways, diagnosis routes, and complexity of NHS vs Right to Choose vs private provision.
- * Chatty Café initiative discussed for community support; volunteer support requested.

* Gloucestershire to become a beacon for frailty due to ageing population and demographic mix. New falls for elderly patients will have a questionnaire to ascertain risk and intervene with support sooner. Kate will be the Hadwen frailty practitioner, further update from Kate requested in the future.

* GP collective action, Hadwen has requested information from ICB on how and why they share patient data with third party organisations.

* Action: Support promotion/volunteers for Chatty Café. Continue exploring autism/ADHD patient support. Follow up on collective actions.

Focus topics coming up - HR files and CQC inspection due soon

Next meeting confirmed for September (date TBC in advance agenda circulation).