

Patient Participation Group (PPG) Meeting Minutes

Practice: Hadwen Health

Date: 14th May 2026

Location: Hadwen Health

Chair: Gordon Flewitt

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.

3M

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.

3M

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, ICB supporting with questions about data integrity.

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: September (date TBC in advance agenda circulation)