



QUEDGELEY MEDICAL CENTRE

Meeting:	Patient Participation Group	
Date and time:	1 st April 2025	
Location:	Quedgeley Medical Centre	
Attendees:	Practice:	Dr J Kaasula (JK), Viki Lamb (VL)
	PPG:	Helen Randall (HR), Loretta Logan (LL), Rikki Logan (RL), Susan Brown (SB), Scott Wellington (SW), Terri Rebello (TR)
	Other:	Nil

MINUTES

1. Apologies			
Dr M Chada (MC), Amanda Jeffree (AJ), James Mitchell (JM)			
2. Actions from previous meeting			
	Action	Status/Update	Assigned to
	Email PPG about engagement ideas	DISCHARGED - Discussed during this meeting.	VL
	Explore how we can engage more / better with patients who are veterans.	IN PROGRESS - Gloucestershire ICB veterans lead booked to attend a Practice training session. Feedback at next PPG meeting.	VL
	QMC Pharmacy team to look into issues with repeat medication being issued in full rather than just what the patient has requested.	IN PROGRESS – VL has passed onto Pharmacy team and will update at next PPG meeting. VL asked the PPG members to report any pharmacy issues as and when they occur so we can be proactive at looking into things.	VL
3. Standing agenda items			
3.1.	Staffing update		
	<ul style="list-style-type: none">Two new receptionistsDr Hanif has left following completion of her GP speciality trainingDr Michael has joined as a GP Registrar for approx. 1 year – HR said Dr Michael is really lovely		
3.2.	Premises		
	<ul style="list-style-type: none">Parking – staff have been instructed to leave left hand side of care park for patients; JK explained issue with financing the car park work. HR advised that there is still a message on some texts that there is no parking available. NEW ACTION - VL to look into that.		

3.3.	Clinical Services <ul style="list-style-type: none">• Covid Spring vaccination campaign – invites have started to go out. There was discussion that fewer people seem to be taking up the invite as the buzz around covid has largely dispelled. NEW ACTION – VL to look at getting trend data to show changes in uptake.• Pharmacy - PPG fed back that Boots Quedgeley did seem to improve but has gone backwards again. NEW ACTION - VL to discuss this with Pharmacy Team and ask them to follow up with Boots manager.		
3.4.	Patient Engagement <ul style="list-style-type: none">• PPG Drop-in session – PPG happy to support a drop-in session for patients; suggested using as opportunity to support patients getting onto and using the NHS App. NEW ACTION – VL to send proposed dates out for around 2 months’ time with view to start advertising in next newsletter.• Patient Newsletter - positive feedback from PPG; pitched well; not too short and not too long. SW suggested that we use this to continuously drip feed the same information to patients (e.g., NHS App) to gradually get it to embed. PPG happy to have input with drafting newsletters. Talked about the importance of explaining to patients WHY things happen and not just what is happening; helps people to understand.• Social media – PPG asked if they were aware of the QMC WhatsApp channel which some were, and others were unable to find in the App. NEW ACTION - VL to explore further how the channel is found and generate some step-by-step guidance for our website and Facebook page.		
3.5.	Digital and Technology <ul style="list-style-type: none">• NHS App support - Discussion held about QMC’s desire to get more patients using the NHS App. SW asked if we could get data on how many patients currently using it and what the demographics are (e.g., age, gender). This could then inform what our target audience is and what our plan of action should be. NEW ACTION – VL to explore what data is available. HR suggested we could ask Healthwatch to support promoting NHS App.• SMS to email – QMC will be sending more out via email to reduce the SMS costs to Gloucestershire ICB. QMC is contacting patients without email addresses on their record to update this. It was asked how we will approach patients who do not have email – ideas included having printed out newsletters in waiting room, having large print posters of newsletters etc. NEW ACTION - VL to explore having newsletters displayed in waiting room.		
3.6.	Campaigns and Events <ul style="list-style-type: none">• OOWYN campaign – Informed PPG that an email about the Only Order What You Need (OOWYN) medication campaign has been sent out to patients; all PPG members had seen it.		
4.	Any Other Business	Added on	Added by
4.1.	DNA Rates <ul style="list-style-type: none">• SB asked what our Did Not Attend (DNA) rates are like as this had been discussed previously.• JK and VL both felt this wasn’t too bad but acknowledged they didn’t have the latest data.• NEW ACTION - VL to obtain the latest data.• Lots of discussion about how to communicate the impact of DNAs to patients (e.g., demonstrating as £ lost).	At meeting	SB

4.2.	Online forms via website	At meeting	RL
	<ul style="list-style-type: none">RL raised that there are a lot of online forms that don't appear to be available. VL acknowledged that there are sometimes time limits (e.g., up to 9am) for some forms but that QMC needs to make this clear on the website.VL also acknowledged that in the process of writing the newsletter it was noticed that there are some forms with time restrictions that really don't need them (e.g., updating consent).RL also pointed out that there is a form to book an appointment online which you can't do.NEW ACTION - VL to review this part of the website and propose changes to QMC Partners.		
5. Date of next meeting			
	Tuesday 24th June 2025		