

PATIENT PARTICIPATION GROUP MEETING

Venue: Bridge House Medical Practice

Date: 24<sup>th</sup> February 2026

Time: 17:00 – 18:00

Practice Staff:

Practice Business Manager – Rilwan Kuku (RK)

PPG Chair: Not yet elected.

Members: MA

Apologies:

Agenda:

Item 1	Introductions	RK	
Item 2	Update from practice	RK	10 mins
Item 3	Service update	RK	10 mins
Item 4	CollaboRATE process	RK & Group	10 mins
Item 5	Strengthen PPG – improve continuity of care	RK & Group	20 mins
Item 6	AOB Feedback	RK & Group	10 mins

Minutes:

<p>Items 1: Introduction</p> <p>RK introduced himself as the Practice Business Manager. RK thanked patients for taking their time out for attending &amp; looking to hear their input. The practice PPG will continue the PPG meetings with the aim of growing and getting more representation from our practice patients.</p>
<p>Item 2: Update from practice</p> <p>RK informed the PPG that Dr Odunyemi is leaving the practice end of March. The practice is recruiting for 2 new salaried GPs. We have recruited 1 new GP who will be starting in April 2026, with the recruitment process still underway.</p> <p>We are actively trying to recruit GPs into permanent roles to improve continuity of care for our patients. We have reviewed and strengthened our recruitment process and will inform our patients once we hire a new salaried GP.</p> <p>We are recruiting new receptionist and will update the practice website staff page.</p>
<p>Item 3: Service updates</p>

RK informed the group of the rise in MMR (measles, mumps and rubella) cases locally. RK asked the PPG to help us spread the message for patients to check they are fully vaccinated (two doses). Anyone unsure of their status should contact the practice so we can check records, arrange vaccination, or offer advice. Further information is available on the NHS website. The practice is sending recalls to all those at risk. There are also catch-up clinics to eligible patients - <https://www.schoolvaccination.uk/catch-up-clinics>

RK encouraged the PPG and all patients to sign up to the NHS App to make managing your healthcare quicker and easier. The app allows you to order repeat prescriptions, book and cancel appointments, view your medical record, and receive messages from the practice — all in one secure place. If patients need help registering, patient should please contact our reception team.

RK informed the PPG that the practice is recalling patients in relation to the WorkWell offer. Our practice Social Prescriber will be contacting patients who have been issued with a “not fit for work” or “may be fit for work” note, reviewing them, and referring appropriate patients to the WorkWell service.

RK also advised that, as we are approaching the end of the financial year, there will be a final push for patients to complete any outstanding reviews and to ensure blood pressure readings and relevant tests are recorded. RK encouraged PPG members to attend their appointments and complete any required checks before the end of March.

#### Item 4: CollaboRATE process – survey feedback

RK informed the PPG of the CollaboRATE process & survey. The CollaboRATE survey is an essential aspect of the NCL LTC LCS programme. There has been survey given out to patients, the survey was designed to get feedback from patients that have received the Model of Care up to an including the Follow-Up appointment stage. RK added the intention of the survey is to help practices understand how effective their shared decision-making has been.

How much effort was made to help you understand health issues: 100% said a lot/ every effort was made.

How much effort was made to listen to things that matter most to you about your health issues: 100% said a lot / every effort was made.

How much effort was made to include what matters most to you in choosing what to do next: 100% said a lot/ every effort was made.

Improve shared decision-making activities that was discuss that we could implement:

#### 1. Improve Patient Understanding Using Teach-Back

Specific:

All clinicians will use the Teach-Back method in consultations involving new medications or significant treatment changes.

Measurable:

Teach-Back will be documented in 60% of eligible consultations, measured through a monthly random audit of 20 patient records.

Achievable:

Provide a 15-minute briefing at a practice meeting with example phrases and add a simple tick-box or code to the clinical template to prompt documentation.

Relevant:

Improves patient understanding, medication adherence, and safety, supporting person-centred care principles promoted by NHS England and patient involvement standards assessed by the Care Quality Commission.

Time-bound:

Achieve 60% documentation within 4 months, with progress reviewed monthly.

## 2. Introduce a Decision pause for non-urgent treatment choices

Specific:

Clinicians will routinely offer a “decision pause” (time to think before agreeing to treatment) in non-urgent cases such as starting long-term medication.

Measurable:

Offer of a decision pause will be recorded in 50% of eligible non-urgent consultations, increasing to 70% within 6 months, measured via monthly audit.

Achievable:

Add a short consultation prompt (e.g., “Would you like time to think about this?”) into templates and discuss at one clinical meeting.

Relevant:

Encourages informed, shared decisions and may reduce decisional regret, aligning with quality and safety expectations from NHS England and inspection frameworks from the Care Quality Commission.

Time-bound:

Implement within 1 month and reach 70% compliance within 6 months

## Item 5: Strengthen PPG – improve continuity of care

RK reminded the group of the importance of working with PPG to strengthen patient and public involvement, in line with NHS England’s ambition. It emphasised that engaging with patients supports continuity of care by gathering patient views at practice level, ensuring clear communication about continuity initiatives, learning from patients’ experiences and expertise, and gaining their support with key activities such as promoting and encouraging survey participation. The PPG have stated having a stable GP team will help improve continuity of care.

## Item 6: AOB & Feedback

- Patients have informed RK that there aren’t specific languages on the NHS app – RK to try and find out how to action