

PATIENT PARTICIPATION GROUP

University Medical Group

23.10.25

AGENDA

1. Actions from last meeting
2. Friends and family results
3. Online triage
4. AI Anima
5. Temporary closure of patient list
6. Staff update
7. Questions and AOB

ACTIONS FROM LAST PPG MEETING

- Update on neurodiversity training :
- All staff complete online training (Oliver McGowan) on joining the practice
- Interactive training session for non-clinical staff provided by the ICB. 10 staff currently booked on this training before the end of 2025 – awaiting further course dates to be provided.
- Clinical staff required to attend a 1 day training course. Plans awaited
- Neurodiversity strategy –on website with link to BHFT Neuro-inclusion passport.
- Patient newsletter – October newsletter published on the website

FRIENDS AND FAMILY RESULTS

- Since the last meeting in June 2025, 92.57% of responses received rated their experience as good/very good (data reported in June was 92.6 so very little change)
- Google rating of 4.4 stars – no change
- Negative feedback circulated to line managers for review and any action
- Negative feedback discussed at monthly GP meeting (minuted)

MOST COMMON NEGATIVE THEMES FOR FRIENDS AND FAMILY FEEDBACK

- Inability to book GP appointments online or in advance- **update**
- Having to phone at 8am for a GP appointment, inconvenient for work or the school run – **as above**
- GPs running late – **AI scribe implemented to support this . Number of patients reduced from 16 to 14 per morning or afternoon so more catch up slots .Still an issue with patients bringing more than 1 issue to their 10 minute consultation so message on phone added**

QUALITY IMPROVEMENT PROJECTS 2025

- Training patients who are on lifelong B12 injections to give their own at home
- Internal decoration of practice
- 2nd disabled space- funding has been applied for £18K cost

ONLINE TRIAGE

- Using e consult but changing to Accurx triage in Dec which hopefully will give more information such as when patient is available for an appointment
- Practice receiving around 30 forms a day in addition to phone calls and walk-ins
- Appointments being booked in advance for the on-line forms only at present

AI ANIMA SCRIBE

- Being rolled out to clinicians now – optional as cost is per pt rather than per user
- Clinicians to obtain consent from patient
- Overall positive feedback but seems better to edit and cut and paste rather than save direct to notes. Also the brief transcription is still too long!
- If Anima transcript is saved directly to notes there is a comment to say so

TEMPORARY CLOSURE OF PATIENT LIST

- The practice has been given permission by BOB ICS to **temporarily close its list to new registrations.**
- This has been due to the unprecedented number of new patients registering at the practice over the last month.
- By closing the practice list, it will allow the reception and admin team to process the paper and online registrations which at present exceeds 800 new patients.
- We are expecting to reach a patient list size of 33,000 patients, this surpasses the target list size of no more than 32,000 patients.
- When new registrations are on the system the leadership team will evaluate the demand for appointments at the practice and carefully monitor the number of patients registered with us and liaise with BOB ICS

STAFF UPDATES

- 2 Drs emigrated to Australia- roles have been replaced
- Dr is on Maternity leave – short term use of locum until replacement in Nov
- Pharmacist on maternity leave - 2 new pharmacists being recruited (extra capacity)
- An HCA moved away - post unfilled, so paramedics helping with ECGs and bloods
- Phlebotomist retired - post filled

QUESTIONS SUBMITTED :

- Implementation of the Family Doctor at the practice
- This is not a priority for the practice at present.
- Access is the chosen priority especially with the political pressure around the implementation of on-line consultations
- There is a practice pilot project on the Frail Elderly who are not housebound

QUESTION:

- What is the practice's involvement in the New Neighbourhood Health Centres as described in the NHS10YP.
- The University is a PCN and is a member of the PCN Alliance which put in bid for wave 1 approval to be a Neighbourhood Health Service. Unfortunately this was awarded to other areas, rather than Reading

QUESTION:

- Access to GPs at the practice – patients being seen by nurses, PAs, pharmacists instead of GPs for reviews?
- This is part of the strategy for modern general practice and the role of MDT
- Most of chronic disease management will be undertaken by practice pharmacists leaving diagnosis and complex medical to the GPs



ANY QUESTIONS ?

THANK YOU