

Patient Participation Group (PPG) Meeting Minutes

Date: 07/11/2025

Venue: The Ridge Medical Practice

Chairperson: Tim Grunwell

Next Meeting 27/02/2026

Apologies - Horton Park Angela Worobel, EB,AA,AK,EH,MW

Practice Feedback

Wibsey & Queensbury

- Phone lines were found to be corrupt; all lines have now been replaced and the issue has been resolved.
- An additional surge line has been put in place.
- Practices are focusing on new ways of working using PATCHS.
- Positive feedback has been received, with a 44% reduction in call line usage.
- Walk-in sessions are being provided to support patients in getting online.

Parklands Medical Practice

- Dr Coachin has left the practice and has been replaced by Dr Jamil.
- The practice is using SystemConnect with a GP, ANP, and a receptionist working together on total triage.
- This approach is working well for the practice.
- An SMS was sent to patients to inform them of the changes.

Ridge Medical Practice

- Currently using PATCHS.
- Exploring a move to SystemConnect.
- Also considering implementing a total triage Red/Amber/Green system.

Government Update

- The government has implemented changes requiring GP surgeries to be open for routine requests from 8:00am to 6:30pm.

- The definition of “routine” is currently unclear and is being interpreted individually by each practice.
 - Many incoming requests only require self-care advice, which can be provided by a GP response rather than booking an unnecessary appointment.
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Social Prescribing Update – Fran

- Fran provided an overview of what social prescribing is.
 - A new group is running on Mondays at Greggs at 10:00am, offering an informal space for anyone to come along for a cup of tea and a chat.
 - The GH Hub runs on Tuesdays at GH Village Hall from 10:00am–2:00pm, offering:
 - Benefits advice
 - Adult social care support
 - Occupational Therapy
 - Support for concerns around drugs and alcohol
 - Social Prescribers are currently collecting donations for Christmas parcels.
 - Funding has been granted from ABCD for a health partnership, and new projects are being planned.
 - Anyone with ideas for projects is encouraged to share them.
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Group Feedback

Reading Aloud Group

- The group has been on hold for a few weeks due to ill health.
- They are experiencing difficulties at Cooper House, often being placed in rooms without staff present.
- It is unclear whether Cooper House still wishes the group to attend.
- HL to contact Cooper House to clarify.

Walking Group

- The group is doing well, with increased attendance over the past few weeks.
- A new walk leader has been trained.

Chairobics

- Approximately 19–20 people are attending regularly.
- Positive feedback received regarding the new equipment.

Knit and Knatter

- Previously attended by seven Asian ladies who did not speak English.
- This group has now moved to the GH Hub.

West Wood Park Gardening Group

- A Santa event is being organised and can be booked online.

Reception Support

- Feedback received that the new system is working well and has made processes easier for reception staff.

Healthy Eating

- An event is planned for the New Year.
 - Volunteers are welcome; please inform HL if interested.
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Any Other Business

Boots HBT

- The disabled entrance had been closed since the merger.
 - Since the last meeting, it has now been unlocked and is accessible for wheelchair users.
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Date of Next Meeting

27th February 2026

10:00am

Ridge Medical Practice