

CROUCH OAK FAMILY PRACTICE

**Minutes – Interim Patient Participation Group (PPG) Meeting
Thursday 9th October 2025**

Present: Clive Husselbury (CH) Susan Goundry (SG) Nick Conn (NC) Dr Mohan Kanag (MK - Part of meeting) Ross Wingfield		Patient Representative (Chair) Practice Manager IT & Systems Manager GP Partner Develop Consulting (Helping COFP with various matters including access and PPG)
		Action
1	Next PPG Meeting: TBA	CH/SG
2	MK: Dr Kanag (GP Partner) is just returning from a sabbatical leave of absence of 3 months.	-
3	Parking System The 6-month trial has worked very well indeed for patients with much positive feedback, which was the whole reason for its introduction. Therefore the system will now be in place permanently.	-
4	1st October Access Changes In compliance with the new GP Contract, the web site forms are now available throughout normal opening hours. Dr Kanag advised that so far things are working well, primarily because COFP patients are well accustomed to the 'Total Triage' system that has been in place for a long time. MK also mentioned that many surgeries are 'switching off' the online access to preserve patient safety, even though they are aware that this is a breach of contract. He foresees that COFP may have to do this too as the winter flu/covid/coughs/colds season adds to demand. No extra resource has been provided to support the changes, so the issue is diverting clinical staff away from direct patient care to endlessly reviewing forms...	-
5	PPG WhatsAPP Group Apparently some practice PPGs are finding this a useful means of mass communication to patients as well as PPG recruitment. I would appreciate your thoughts on whether we should give it a try and how to promote it and get engagement. <i>Background Notes:</i> <ul style="list-style-type: none"> Pippa and I gave up on the PPG Twitter/X page as it never gained traction: https://x.com/CrouchOak COFP does have a Facebook page, but it was advised that the PPG should not. 	ALL
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6	<p>Social Prescribing As you may be aware there are no longer any Social Prescribers employed by our PCN. This has left a gap in patient care, with the practice having nowhere to refer people for this kind of support.</p>	
7	<p>Practice Web Site CH raised again the issue of the PPG area of the web site being utterly useless in helping promote and attract PPG membership. COFP are NOT at fault here since the inflexible web site is specified and paid for by the ICB. Pressure for change will continue to be driven...</p>	CH/SG
8	<p>NHS APP Well over 70% of COFP patients have the APP, but it is desirable to increase this %. Unfortunately, many of those with it do not use it and/or do not use <u>all</u> the functionality. Various initiatives to address/improve this were discussed, of which a separate note will follow in due course. This will include a 'how to register' guide and a guide to all the functionality as well as open sessions where patients can get help with these. Equally, sessions will be held for COFP staff to help them advise patients. NB: It was mentioned that people can have a PROXY for somebody they care for, a family member, etc. However, this can only be facilitated if both the patient and the proxy are patients at the same surgery.</p>	CH/SG
9	<p>PPG Membership CH has for some time struggled to maintain the engagement of current PPG Members, whilst recruitment of new members has been almost impossible. Plus, as we know, the current group is not representative of the full patient mix. Part of the engagement issue is that current members, including CH, do not feel they are involved or making any contribution. Sometimes mass patient communications do go out without any PPG input... Even stewarding the Flu/Covid Clinics has gone to PCN level - some of you may be involved via that route – I would be keen to know if you are please? SG has agreed to try a couple of things. CH has some action points too, working with Jamie from the COFP staff (part of NC's team). The possible WhatsApp group mentioned in Item 5, above, may help.</p>	SG CH
10	<p>CQC Inspection: Still no news!</p>	-
11	<p>N-Tidal Diagnose Machine (<i>Carried over from last minutes</i>) This is a new piece of equipment available to GP surgeries that will provide rapid testing for Respiratory issues: https://tidalsense.com/n-tidal-diagnose/ CH has asked if/when COFP will have this.</p>	SG

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