

Minutes of the Brooklands Health Centre PPG Meeting

Date: Monday 8th December 2025

Time: 6:00pm - 7:00pm

Venue: Brooklands Health Centre

Present:	
JA	Meeting Chair, PPG
LP	PPG Representative
MA	PPG Representative
SY	PPG Representative
RN via teams	PPG Representative
JF	Operations Manager
AJ	Deputy Operations Manager
Apologies:	
DL	PPG Representative
DU	PPG Representative
1.	Apologies
	Apologies were noted as above. NR resignation also noted.
2.	Minutes of last meeting
	Minutes of the last meeting 8 September 2025 were approved subject to a correction to LP name.
3.	Update on Actions
	Chair went through the action log of the last meeting held on 8th September:
	Ref 080925 – 01 Possibility of hosting a community fridge/freezer Action Update: AJ confirmed that this will not be happening as there are compliance issues with hosting a physical fridge or freezer on site for food. There are already 5 fridges on site. The display and storage of the canned goods, baby milk etc will be improved by the addition of shelving and boxes. Action Closed.

	<p>Ref 080925 - 02 Viability of ideas for PPG led patient community initiatives</p> <p>Action Update: The Chair and AJ have had off line discussions about the use of a room within the Practice for 'Knit & Natter' type events. AJ confirmed that the meeting room used for PPG meetings can be used but a list of attendees and a register will be required. The Chair will draft a poster for a pilot event in the New Year - the poster can be displayed in the waiting area and included on the website.</p>
	<p>Ref 080925 – 03 Impact of the change in availability of the AccuRx system</p> <p>Action Update: AJ reported that the AccuRx system had given rise to very positive results and certainly not as bad as anticipated. Clinical requests are all being cleared within 24 hours. The ICB recommended that 6 week rotas are put in place and the nurses operate on a 3 month rota. This is a big improvement and is allowing patients to book routine appointments. Initially, AccuRx was most busy on Wednesdays but Mondays and Tuesdays have gradually become the hectic periods. AJ also reported that 2 GPs and 1 clinical lead GP are leaving the Practice and cover will be provided by locums. JF added that interviews for permanent replacements are going well.</p> <p>Action Closed.</p> <p>The Practice will take a new action to share stats from AccuRx.</p>
	<p>Ref 080925 - 04 Practice to share the leaflet on sign posting to support AccuRx changes</p> <p>Action Update: AJ brought hard copies to the meeting and copies will be shared electronically. Attached. Action closed.</p>
	<p>Ref 080925 - 05 Practice to share the geographical spread of the patient population</p> <p>Action Update: AJ shared information on the geographical spread of the approx. 22,000 patients by postcode. Attached. Action closed.</p>
	<p>Ref 080925 - 06 PPG members to share experiences of inconsistencies in advice provided by pharmacies across MK</p> <p>Action Update: No information has been shared yet.</p>
	<p>Ref 240225 - 06 PPG members to inform the Practice about local charities and other services that could benefit the community</p> <p>Action Update: MA has pulled together some information and will complete with support from YW</p>
	<p>Ref 240225 - 08 PPG to provide feedback on the current website</p> <p>Action Update: The new website is now live. Action closed.</p>

	<p>Ref 060125 - 11 ToR/Charter & Confidentiality Agreement to be approved and signed at the next meeting</p> <p>Action Update: PPG members present at the meeting signed the Charter/TOR and Confidentiality Agreement. Action previously closed and those not in attendance will sign at the earliest opportunity.</p>
4.	Practice update
	<p>AJ confirmed that the telephone system has finally been upgraded to the Daisy Communications system. There have been some teething problems; initially the maximum wait time was set to limited minutes and people waiting were just dropped off. This has now been set to the maximum. DU had experience of this and also found that the call back function did not illicit a call back. Interestingly, recent stats show that there numerous people/week that drop the call after 20 seconds. There was some discussion about this and it was suggested that people might hang on a bit longer if they knew they would be provided with a call back option.</p> <p>The Practice will take a new action to include information about the new telephone system and the call back function on the web site.</p> <p>AJ informed the meeting that she is unfortunately leaving the Practice on 31st December. The Chair thanked her for all her support and expressed disappointment but wished her well in her new role, which is much closer to home for her. DF has started as the South Operations Manager and JF will be picking up the role as Practice Manager.</p> <p>AJ is continuing to reach out to the patient population in small batches seeking additional PPG members. The feeling of the meeting was that this is likely to be more successful when we can demonstrate that the PPG are making a positive contribution.</p>
5.	AOB
	<p>MA raised concerns about the ongoing provision of a diabetic nurse. Continuity in the event of absence or 'exit' and ability of one person to cover all three sites were discussed. JF commented that a second diabetic nurse has been recommended and is being considered and an existing member of the team has already attended some of the specialist diabetic courses.</p> <p>The Practice will take a new action to provide an update on the diabetic nursing support.</p>
	<p>LP asked if additional information could be provided when text updates are sent out cancelling appointments with a nurse - if patients have more than one upcoming appointment with a nurse it is currently unclear which appointment is being canceled.</p> <p>JF said that this is an automatic feature of SystemOne and unfortunately can not be tailored for each patient. The meeting agreed that this is less than ideal.</p>
6.	Additional Actions Agreed

	<ul style="list-style-type: none"> - The Practice will share stats from AccuRx - The Practice will include information on the new telephone system and the call back function on the website - The Practice to provide an update on the diabetic nursing support
7.	Date, Time & venue of the next meeting
	<p>Monday 23rd March at 6pm – 7pm</p> <p>JF to share Teams invite for PPG. In person preference at Brooklands Health Centre.</p>