

## **Cadbury Heath Healthcare Patient Participation Group**

### **Minutes of Meeting Wednesday 28<sup>th</sup> of January 2026 16:15**

- KH opened the meeting by welcoming everyone and giving apologies for those not present. The minutes of the previous meeting were agreed as true and accurate.
- KH briefly went over the action from our last meeting:
  1. The gardening group will restart in March (weather permitting)
  2. KH will contact the plant suppliers once the garden is ready for planting
  3. The reception team are now using a care navigation tool (Sentiers) to help signpost patients to the most appropriate care.
  4. New posters in the waiting room explaining our staff roles and responsibilities.
  5. The A Frame notice board has been moved and no longer blocks access for wheelchair users.
  6. Scheduled Facebook posts have been taken onboard.
  7. Discussion around eConsult has been postponed until our next meeting.
- LC (Senior Clinical Pharmacist) spoke to the group to explain that as a practice we are now holding Group Consultations. This is where a group of patients with the same long term health condition (e.g. high blood pressure) are invited to attend a group session to discuss this health condition, gather more in-depth information and share ideas with each other. We have already had two sessions both have proved a success and the patients that have attended have found them beneficial. We still have lots of work to do, we need to advertise this more to our patients and ensure patients are aware that they do not need to attend if this type of session is uncomfortable for them. VP will add something on this topic to the next patient newsletter. There was then discussion around the title of this group and that sometimes the words education or consultation are seen in a negative light, other choice of words such as focus/information might be more encouraging.
- DB asked LC how to arrange a medication review, LC explained that both her and ES our other pharmacist have regular medication reviews clinics and that any patient can call our reception team to book either a face to face or telephone consultation.
- KH informed the group that since our last meeting a member of the PPG has come forward to nominate themselves as chair. KH checked with the group that no one else present was interested in this role and KH therefore proposed Janice as our new Chair and Vickie seconded this proposal.
- KH updated the group on news from the practice:
  1. We have recruited another reception team member.
  2. We have had two GP's leave us Dr George & Dr St John Wright.
  3. Our trainee Dr Ross-Browne will be providing maternity cover for Dr Ingham.
  4. Dr Wood will return from her maternity leave in February 2026.
  5. Winter pressures, this year has been a difficult winter. There have been lots of patients that are complex and have been very unwell, this has led to some delays.

- NM raised a question of 'what do we do as a practice when there has been an emergency here' KH explained that the staff involved are immediately invited to debrief so that they can offload, and what lessons (if any) can be learnt. Any lessons from these debriefs are shared with the wider practice. If it is a particularly serious emergency the staff involved will be checked on when they next attend work. KH and VP both have an open-door policy so that staff are free to discuss any issues when they need to or are ready to. Staff have received coaching and training, and we have regular wellbeing sessions.
- SP informed the group of the recently launched leg club (in connection with We Are BS15) which is held at Hanham Community Centre every Tuesday afternoon. This club is for the patients of the four practices that make up our PCN (Kingswood, Cadbury Heath, Hanham and Close Farm). These patients all have lower leg ulcers that need regular dressings and they are invited to the leg club for their dressing, but they are also given lunch of soup and tea and cake. They are also encouraged to stay and chat with other patients and staff. The group are always looking for volunteers to help make tea and provide some company for these patients.
- We will soon be launching our Spring 2026 Covid campaign, further information will follow regarding eligibility and clinic dates and times etc.
- LW asked to discuss the booking of blood test appointments via a booking link (another surgery offers this option). KH explained that we don't think the system we use is that sophisticated, but we would investigate it. In the past we have had issues of inappropriate appointment booking so we offer very little via booking links.
- KH shared with the group our new Chat Bot 'Clara' when patients access our website a chat bot will pop up in the bottom right-hand corner, her name is Clara she is available 24/7 to offer advice and signposting to patients. This need arose as we are aware that patients have different needs and we need to offer many different routes for them to access of services. KH asked if the PPG members could at some point access our website and use Clara and lets us know of this experience.
- A very good idea was raised with regarding a patient's preferred method of contact (text or email or phone call), can this be checked as part of each patient's annual review, along with checking up to date contact numbers.
- It was asked if as a practice we are adhering to Jessie; s Rule, and yes, we are. We are in the process of producing posters for the waiting, and all our clinical staff are fully aware of this NHS patient safety initiative.
- We discussed the facilities within the practice, and it was noted by a member of the PPG that our disabled toilet doesn't have any type of shelving for those patients that need to lie out medical equipment (stoma patients) – KH agreed that we would investigate placing a shelf or shelving unit in there.
- KH mentioned to the group that all staff here at Cadbury Heath are attending either face to face or online training called Oliver McGowan, Oliver was a young man that

died whilst in hospital care, this training is now mandatory for all health and social care staff, and it centres around learning disabilities and autism.

- We discussed the NHS App and reminded the group that this is still a work in progress and whilst there are some documents from the hospitals not all of them are there. There still some more education needed for patients to use this App.
- Meeting closed at 17:05
- Date of next meeting will be confirmed in due course.