

Broom Leys Surgery

Patient Participation Group Meeting

Minutes



Date: 19th March 2026

Time: 4:00 pm

Item	Item	Owner
1.	Welcome, Apologies & Introductions	
2.	Practice Update: • Midwife Update ○ Suzie the practice midwife is retiring, she has been with the practice for several years, we have been advised that we will be having a replacement. • Reception Uniform ○ We are currently in the process of sourcing new uniforms for non-clinical staff; these should be in place in the next few weeks. ○ We are in the process of changing our name badges for all staff, these will yellow with "Hello" my name is and includes the practice logo. • Redecoration & Room Changes ○ From April we will start to refurbish the practice, this will start with replacing all the lighting to low energy and updating the couches in the clinical rooms. • Service Update ○ We have recently commenced an LLT ICB pilot for a limited cohort of eligible patients where we are able prescribing the weight management drug Mounjaro. ○ We have also just completed a Learning Disability pilot.	KS
3.	Patent Need Groups • The practice is changing its recall strategy to a new NHS initiative using Patient Need Groups (PNGs). This groups patients into 11 categories based on health complexity and resource usage. It identifies individuals needing, or likely to need, proactive care due to complex healthcare needs.	PB
4.	Veterans Survey • We are currently in the process of sending out a survey to all patients to help identify any veterans as we are wanting to ensure we have accurate records for their health needs.	PB

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5.	PPG Recruitment • We agreed to start a another PPG awareness campaign to see if we can recruit new PPG members. PPG members said they would be happy to meet anyone interested in joining. • It was agreed to rename the group to: "Patients and Friends of Broom Leys Surgery" • As part of this it was agreed to move the PPG noticeboard next to the patient Check-In screen.	PB
6.	Research Update Currently we have a number of active research studies including, Reviewing Inequalities in Primary Care, Social Frailty screening, Diabetes and Heart Failure.	KS
7.	Future PPG Speakers At the next meeting the one or both, Team Leaders will join the meeting to share the recent changes to the Patient Service Team including telephone calls and online contacts.	KS
8.	AOB PPG Chair attended a recent PCN AGM and advised that it was very interesting. PPG member shared how simple it was to apply for a Blue Badge, the cost was £10 and it was received in under a week. PPG member asked what options were available for a hearing test, KS advised that most Opticians are offering this service.	
9.	Next Meeting: Thursday 21st May	