

Minutes for Southcote Clinic Participation Group (PPG) Meeting

Wednesday, 5th November 2025 1.00pm – 2.00pm Face to Face meeting

Attended by: Magda Mazus (PM);

PPG Members: Linda Bedford; Hazel Fischbacher; Suhas Sawant, Tracy Fern, Olivia Hilliard

Apologies: Ed McDonagh, James Bance, Sharon Ebbetts, Denisre O'Brien (PCN)

Meeting Subject item	Discussion	Actions assigned
1.Welcome	Meeting chaired by MM- Practice Manger. MM welcomed everyone and thanked everyone for attending the meeting. Everyone present introduced themselves.	
2.Updates/ Actions from the last meeting	At the last PPG meeting, members agreed that greater focus should be directed towards promoting the PPG. Following discussion, the group agreed to defer this item and revisit it at the next May/June online meeting.	
3.Updates PCN/PCN PPG	Denise O'Brien sent apology for today therefore no updates from PCN PPG. Local community and our PCN are organising Winter Wellness Event on 18/11/2026 at Winston Churchill Theatre, MM shared a leaflet with everyone and will email QR code to book it after the meeting. There is Dementia, healthy eating and NHS app and Digital Health Access on the agenda so everyone is encouraged to attend. PCN PPG event was held on 31/10 where results of our PCN patient access survey were discussed, MM shared some of the results with the group, over 300 patients completed the survey from Southcote Clinic and the survey run for a month between Mid September- Mid October. As there are lots of slides to cover, MM will share the slides with the rest of the group via the email. Linda our PPG member attended the event. PCN pharmacist update- Durrah finished the placement with us in September and now we have Jenita as our allocated Pharmacist.	
4.Access contract/NHS app	The practice is working towards meeting the following access contract requirements by the end of March - Digital telephony data is being monitored by ICB - Continuity of care- cohort of patients was identified and letters have been sent to patients who may benefit from continuity of care, encouraging them to see the same clinician or group of clinicians for their routine medical appointments, this may not always be possible to accommodate for urgent or same day appointments	

	- Online consultations are available during core practice hours Practice is still working on increasing NHS app registrations, as part of this work Denise from the PCN run workshop in the waiting room last month to provide support to patients who are experiencing difficulties with registration or using the app. We had a good turnover quite a few people came. Our practice current NHS app registration is 62% and the practice is working towards the target of 68% by the end of March. Ongoing patient engagement and support activities hopefully will help achieve this target.	
5.Blinx online platform	The practice moved to a new online platform called Blinx in September, replacing PATCHS. Blinx offers a lot more functionality and we are already using it for a range of additional services including travel forms and requests for private letters. Our aim is to use a single platform for all digital services within the practice, including patient messaging. We recently used Blinx successfully to invite all eligible patients to our flu vaccination clinics with a self booking link. Blinx consultations requests can be submitted during our core opening hours 8am-6:30 pm, Monday- Friday.	
7.Agreed action plan	MM will distribute the meeting minutes to the rest of the group via email, minutes will also be added to the practice website MM will send an email with the booking link to a Winter Wellness event on 18/11 MM will share the slides with PCN Patient access survey results MM will check with Denise any updates from last PCN PPG forum re proactive care for patients with chronic kidney disease. Next meeting online May/June- date tbc	