

Pool Medical Centre PPG Meeting

Thursday 18th June 2026

Minutes

Attendees – Joyce (Chair), Gill, Ron, Sandra, Joanne (Practice rep)

1. Apologies – Jennie (Val & Helen unknown)
2. Agreement of minutes from last meeting

All in attendance agreed content and for publication on Practice website. PDF version already sent to Jennie

Action- Jennie to add to website

3. Matters arising from last meeting

Appointments, comments from Jennie noted. Trial of 50% of available GP appointments to be made available on NHS app for month of September, then reviewed.

ToR agreed, those PPG member in attendance signed and left with Jo to pass to Jennie.

Sharps bins- query raised with SoA council who have confirmed advice on their website incorrect and have amended. Any patient with a sharps bin greater than 1 litre should contact the council to arrange disposal.

Dr Flood joined meeting and gave the following Practice update

Staff changes, Dr Chouhan leaving in August to take a partnership elsewhere, 2 new GPs joining each working 2 days a week.

Nurse leaving being replaced by a new nurse with same respiratory skills to ensure continuity of care.

Ben IT manager leaving in August

Reception team has new staff.

Brief discussion of September trial of GP appointments through app, Dr Flood was very confident that they would be booked appropriately by patients.

4. Feedback from SWPEG, notes from last meeting circulated, Sandra advised the following topics were being investigated by the leadership team, medicines waste, mental health (Healthwatch asked to research and produce a report as it is believed provision patchy), timing of courier collections for blood tests in Practices.

At this point Dr Flood departed, the meeting was joined by Ben and the Digital Angels(DA) team from *Coventry and Warwickshire Integrated Primary Care* via Teams.

Once introductions completed, Pool Medical NHS app user data shared.

The PPG were advised that our uptake was higher than the Practices/PCNs usually helped where a target of 60% was set whereas we already stand at 68%. To date, 118 Practices have been helped by the DA team using a variety of different techniques and approaches.

There is a push for everyone to use the NHS app wherever possible aligning with the NHS 10 year plan for it to become the front door of the NHS.

Many benefits for patients (app available 24/7) and Practice, reduces admin burden on reception team, makes more time available for those patients who need it.

DA team asked, of all the approaches and methods they had used, gave the best outcome. They advised one to one booked appointment with a PPG member who had been trained by them to support patients to install and use the app.

The process used is as follows

Encourage patients to sign up for appointment by

- Poster/display in reception
- Advert on digital signage
- Reception team speaking to patients dropping in paper prescriptions
- Reception opportunistically talking to each patient contact.
- Patients booked into a 20 minute slot with PPG champion

Workshops/drop in sessions were found to have least impact as they were usually poorly attended. Booking specific appointments seem key as patient makes a commitment. It should be noted that these 121 sessions can also be used for those who have installed app but need more support or to be introduced to the wider functionality the app can offer e.g. managing referrals.

Two methods of app sign up, either by using photo ID, or linkage key provided by practice, but this means the Reception team are vouching for the patient in other words they are satisfied they know who that person is to protect data confidentiality.

Digitally excluded patients especially those without smart phones can be signed up to use the Web version of the app which has same features. It would require a laptop or tablet being made available for the patients to use during sessions and to reassure patients this is an as well as option not a replacement for how they currently book appts, request prescriptions etc.

So far, sessions have only been held in the afternoon and DA team understand this is not convenient for everyone, so sessions can be held at any time depending on availability of PPG group. For the future, the DA team are working on offering virtual appointments to overcome this barrier and might be able to offer these to our patients in the future.

Next steps

- It was suggested we make contact with the Practice mentioned in the session to learn best practice lessons.
- Possibly attempt to recruit a few willing patient volunteers to be trained as App champions
- Arrange date for DA team to provide app training
- Determine date and timings of sessions
- Provide script for reception team to encourage take up.
- Sign up process to be written down (DA team to be asked to provide as part of training)

PPG members said they would need to be confident in being able to use NHS app themselves, two members have issues with accessing data correctly, Jo and Ben agreed to investigate and resolve.

All agreed very useful and productive meeting.

Next meeting Thursday 20th August 2026 2.15pm