

**Claremont Clinic PPG**  
**MINUTES & AGENDA**

**Date:** Monday 10<sup>th</sup> of November 2025

**Time:** 13:00pm- 14:30

**Location:** Claremont Clinic

**Chair/ CO- Chair:** John /Abdul

**Minute taker and Support:** Chanel (Social Prescriber)

**Attendees:**

<b>Present</b>	
<b>Staff</b> Chanel Radford (CR) Shabnum (SH)	<b>Patients</b> JS, BS, ML, AK GM, LC, JB
<b>Apologies:</b>	CK, CJ

	<b>Agenda Items:</b>	<b>Action:</b>
<b>1</b>	<b>Introduction</b>	
<b>2</b>	<b>Approved Minutes</b>  Minutes approved by members  ML and BH signed the PPG Terms of Reference JB will read and sign at home	JB to bring in signed TOR sheet

**Senior receptionist (*Shabnum*)**

**Attendee:**

- **Shabnum (SH) – Senior Receptionist and Patient**

**Purpose:**

To discuss patient and reception-related queries and share feedback from both staff and patient perspectives.

**Key Points Raised**

- **8am Call Difficulties:**
  - Patients report long waiting times when calling at 8am — some waiting over 40 minutes.
  - **SH** – Currently, patients queuing outside are seen upon arrival; however, this does not guarantee priority appointments. Telephone callers are managed in the same way — based on the urgency of their needs. The call-back system remains in place.
  - Staffing levels are low — Due to ongoing recruitment challenges, staffing levels are currently low — with only two reception staff available from 8:00 a.m. for the first hour (one at the front desk and one handling calls), and a total of four staff overall when we have full capacity.
  - The patient list exceeds 12,000, contributing to high demand.
- **Appointment System:**
  - The practice schedules for appointments are based on patient needs and availability. Depending on

Practice is currently exploring options on how to improve this.

urgency, this may be on the day or directed to another service.

- **LC** noted that the team prioritises based on patient needs and encouraged looking at the situation from both staff and patient perspectives.
- **JS** mentioned having positive experiences in the past.
- **Managing Urgent Queries & Cancellations:**
  - **SH** explained that when there are cancellations, staff fill slots promptly and may consult with doctors for urgent cases.
  - Emphasised that the GP practice is not an emergency service.
  - Alternative appointments are available through Enhanced Access, offering flexible booking options.
  - NHS 111 can also book appointments directly.
  - ML shared a positive experience using NHS 111 services.
- **Physician Associates & Pharmacy First:**
  - Physician Associates assist with medical queries, but some patients prefer seeing their own GP.
  - Patients can use the Pharmacy First scheme for seven minor ailments, without needing to see a GP.
  - Reference: [NHS England » Practices referring patients to Pharmacy First for lower acuity minor illnesses and clinical pathway consultations](#)

SH to send the details of 7 minor ailments and other useful information to CR to share with the group.

**Actioned:** Sent via email to the group

	<ul style="list-style-type: none"><li>• Missed Appointments:<ul style="list-style-type: none"><li>○ A common challenge is patients missing appointments, including same-day bookings. When this happens without any notice of cancellation, the slot cannot be offered to another patient, resulting in wasted appointments and unnecessary costs to the NHS.</li><li>○ The practice can convert face-to-face appointments to telephone consultations to prevent wasted slots.</li><li>○ Patients can offer their appointment to someone else if unable to attend.</li></ul></li><li>• Language Support:<ul style="list-style-type: none"><li>○ <b>AK</b> asked whether staff members speak additional languages.</li><li>○ <b>SH</b> confirmed that they check with staff first and make every effort to accommodate language needs. However, due to limited staff availability for interpreting. Patients are encouraged to bring a friend or relative to assist with interpretation.</li></ul></li><li>• Communication &amp; Updates:<ul style="list-style-type: none"><li>○ <b>SH</b> has confirmed that she maintains regular communication with the assistant/PM, making weekly team meetings unnecessary.</li><li>○ <b>JS</b> noted difficulty keeping up with ongoing changes and suggested creating an editable information leaflet that the PPG group can help maintain.</li></ul></li></ul>	<p>Practice happy for <b>JS</b> to create a leaflet</p>
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	<p><b>Discuss Practice updates</b></p> <p>No updates to discuss</p>	
<p>5</p>	<p><b>AOB/ Close</b></p> <p><b>Discussion: PPG and NHS App promotion day</b></p> <ul style="list-style-type: none"> <li>• Management suggested <b>Mondays between 10-12</b> for the open day.</li> <li>• <b>ML</b> will obtain generic PPG leaflets.</li> <li>• Plan to have a table with leaflets, a poster, and name-tag labels.</li> <li>• Purpose: Promote the PPG and discuss the NHS App.</li> <li>• Decision: Hold off on NHS App training.</li> <li>• Request: Have the date advertised on the website and waiting room screen.</li> </ul> <p><b>Volunteers:</b></p> <ul style="list-style-type: none"> <li>• <b>LS, JB, and AK</b> volunteered for <b>Monday 17th</b>.</li> <li>• <b>CR</b> noted that this date may be too short notice and suggested proposing alternative dates.</li> </ul> <p><b>Other Points:</b></p> <ul style="list-style-type: none"> <li>• <b>JS</b> asked if <b>TL</b> could rejoin the following week.</li> </ul>	<p>CR to check with management</p> <p><b>Update:</b></p> <p>To short notice/ short staff, to suggest alternative dates.</p> <p><b>Date agreed for 1.12.25</b></p> <p>CR to confirm date for TL to rejoin the PPG.</p> <p><b>Update:</b></p>

	<ul style="list-style-type: none"> <li>• <b>LS</b> mentioned that no date was listed in the minutes.</li> </ul> <p><b>Next Meeting:</b></p> <ul style="list-style-type: none"> <li>• Agreed to hold the next meeting in February.</li> <li>• Date to be confirmed via email closer to the time.</li> </ul>	<p>PPG member TL was voted out at the end of June 2025; therefore, rejoining would be permitted after one year.</p>
	<p><b>Date:</b> February 2025  <b>Time:</b> 15:30 -17:00pm  <b>Location:</b> Claremont Clinic  <b>Chair/ CO- Chair:</b> John /Abdul  <b>Minute taker:</b> Chanel (Social Prescriber)</p>	<p><b>Agenda:</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Approved minutes</li> <li>• Practice updates</li> <li>• AOB/Close</li> </ul>