

South Reading & Shinfield Group Medical Practice

Minutes of Patient Participation Group Meeting

held Thursday 20th November 2025

Attendees	AB, BF, MS, KM, VF, SS, VA, WF, FA, DV, AF, SB,	
Apologies	BBF, LH, DL,	
Minutes taken by	BF	
Number	Item	Actions
1	Welcome & Introduction	
2	Actions from the last meeting	
	Agenda Items discussed	
3	<p>Presentation by Surgery Pharmacist</p> <p>The meeting started with a presentation by SB (one of the practice pharmacists). The main topic being the ordering of medication. The preferred method being through the NHS app or via a link through the practice website. She also explained how to access the NHS app and the age limitations. Other methods would be by email, in person at the surgery or via a pharmacy, these latter may add to the time requirements for receipt of medication, especially through the pharmacy route which has a 72 hour process time.</p> <p>On the app there is a comments box which can be used. Some medications require to be periodically checked by the surgery team before further scripts are issued. It is therefore important that Patients book appointments when they receive messages to do so.</p> <p>All surgeries are expected to use SCRIPTSWITCH to ensure that cost effective medication is prescribed.</p> <p>Receptionists may be able to assist patients in setting up the NHS app.</p>	

4	<p>Minutes of last meeting</p> <p>The minutes of the last meeting were read out and agreed by members who had been present at that meeting.</p> <p>1/ The following points were discussed. How many Ordinary Members of the PPG are there? There were 290 at the time of asking and there are now an additional 25.</p> <p>2/ The Facebook link with the Shinfield Community Group continues to be looked into.</p> <p>3/ The surgery has now got further Blood Pressure machines.</p> <p>It was requested that minutes of PPG meetings be sent to the surgery within 14 days so that they be placed into the website. It was accepted that it would require members to agree the minutes prior to the next meeting.</p>	
5	<p>Practice Updates</p> <p>FA informed the meeting that the practice were looking to trial a model called 'Total Triage'</p> <p>The November Survey was shown, and after a couple of adjustments were made will be going out in a week and it will be required that they be returned within two weeks.</p> <p>A and E visits, where patients decide not to stay, plus 111 calls are chargeable and costing the NHS.</p> <p>The Integrated Care Board (ICB) has carried out an audit and found the patients of this practice to be high in this area. The surgery has sent letters to them with an explanation of the use of these services and as a result the figures have reduced.</p> <p>Pharmacy first is now being used a lot.</p> <p>SS suggested that this message be placed in the newsletter.</p> <p>As the practice has 4 care homes in its books, 111 calls tend to be higher because of the demographics.</p> <p>The meeting was shown a recent staff survey if the practice, this resulted in a positive outcome. Of 17 responses 6 were very satisfied with their role, 10 were satisfied and 1 was not satisfied. There was a 100% overall positive result. Training is ongoing, and there is a WhatsApp group for staff. WF mentioned that the exterior presentation of the Shinfield building is poor.</p> <p>Estates have been contacted via the ICB with a view to</p>	

	<p>this being remedied. The ICB are happy to share information with the Chair of the PPG.</p> <p>There has been a contract change with regards to 'Online consultations' increasing the time to be from 8:30am until 6:30pm each working day.</p>	
6	<p>It was agreed that all future PPG meetings be set in advance to every 3rd Thursday of alternate months, starting in January.</p> <p>Therefore, the next meeting shall be at 4;30 pm on Thursday 15th January 2026</p> <p>Dates of future Meetings</p> <p>Thursday 15th January 2026</p> <p>Thursday 19th March</p> <p>Thursday 21st May</p> <p>Thursday 16th July</p> <p>Thursday 17th September</p> <p>Thursday 19th November</p>	