

South Reading & Shinfield Group Medical Practice

Minutes of Patient Participation Group Meeting

held Thursday 16th January 2026

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| Attendees | AB, BF, AF, FA, VF, JE, KM, | |
| Apologies | BBF, LH, DL, | |
| Minutes taken by | BF | |
| Number | Item | Actions |
| 1 | <p>Welcome & Introduction</p> <p>JE requested that we all introduce ourselves to the meeting, this was duly done.</p> | |
| 2 | <p>Actions from the last meeting</p> <p>AB (chair), opened the meeting. Minutes from 20th November 2025 were agreed as an accurate account.</p> | |
| 3 | <p>Agenda Items</p> <p>Practice updates</p> <p>FA stated that the practice agreed with contacting the local Shinfield community Facebook group.</p> <p>FA advised that it was hoped that 'Total Triage' would go live at the end of February/early March. An information sheet was handed out to all attendees. The 'Total Triage' system is recommended by the NHS and is being successfully used by used by many GP practices across the country. It is an online consultation system. Communications will be sent out to patients following this PPG meeting.</p> <p>Premises will be needed for the MSK (Muscular Skeletal ie, Physios} a person has been identified to progress this. MSK will be the initial lead as confidence grows.</p> <p>On the 30th January the practice will hold an open day (12 – 1pm) where practice staff will talk to patients and explain the system, PPG members would be welcome to attend and assist. There will be a board next to the check in screen with information, and more information will be placed on the website. It is estimated that 40% of requests can be managed online.</p> <p>Other means of communication could be through the medium of local schools, also via Healthwatch. After the resignation of SS from Healthwatch we need to invite his replacement to attend our meetings. Staff will ask 'Non IT patients' their details required to pass on to triage. The average usage of Total Triage is thought to be 40% This will need to</p> | |

be monitored as the % increases to enable adjustments to be made to staff rotas and resourcing,

Patient Feedback/Survey

The November survey results are in but will need to be analysed before reporting back to the next PPG meeting. There were 161 replies received. AB asked for feedback before the next PPG meeting.

The next National survey starts next month. It was asked if the PPG can do a statement regarding improvements made for it to be put on Facebook, to enable the group to grow through the positive improvements made through the surveys and PPG.

AB stated that we (PPG) have had 5/6 meetings now, in our current format and that we should be able to voice the improvements made so far via Facebook and the Practice management could do the same. There was further discussion around people who could be approached who may support the spread of communication. Eg, local councillors, MP and social groups.

FA stated that Shinfield Parish Council do send out comms which we may be able to use as a resource.

There was also discussion on a Friends and Family link with the NHS app, and how best to use it.

The pharmacists are keen on using Total Triage and it will also assist with identifying Physio referrals.

AB suggested a 'Chromebook' computer could be placed close to the book in screen, for patients to use to save queueing at reception to request appointments, to access Total Triage etc. this could also save reception time, the viability of this would be dependent on internet links to the surgery. It would also have to be set up to only link with the practice website.

It was asked if the patient records have a marker to indicate their IT abilities. Is there a means of training patients who are not IT aware and or local facilities that can be used?

Patients gave positive feedback in a practical way with cards, chocolates and small gifts at Christmas. It is important to keep records of all types of compliments in addition to surveys. This allows for comparisons to be made year on year to assess progress.

AB gave his compliments to the practice for the good work being done and the progress being made.

VF asked if there are any plans for other departments to give presentations at future PPG meetings, as we had by the pharmacist at the last meeting. Eg MSK physio's

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| | The meeting was reminded that the Total Triage was being introduced slowly, the pharmacists have started with the physio's next. The system is set up to be easy to use and to take patients through the stages. | |
| 4 | Dates of future Meetings Thursday 19 th March Thursday 21 st May Thursday 16 th July Thursday 17 th September Thursday 19 th November | |