**Patient Reference Group  
Brookside Surgery**

**Minutes of the meeting held on  
Thursday 23 January at 1.15pm**

**Present:**  Chairman, Practice Manager, GP Representative + 13 others

1. **Apologies:** 8 people sent their apologies
2. **Minutes of last meeting held 7 November 2025**

These were approved.

1. **Matters arising**
   1. Patient Survey
      1. The amendments suggested by KH were agreed. He would send revised questions to be approved by the Group; PV would then input them into Survey Monkey.
      2. The £40 cost for two months’ subscription to Survey Monkey would be paid by the Practice.
      3. Links to the survey would be posted on All Things Stretton, the Practice website and Facebook page, and Pendulum. Group members would cascade the link by email. Hard copies would be made available in the waiting room and dispensary.
      4. The aim was to have the results by the next meeting in May.
   2. Feedback concerning the GP Registrars
      1. It was important to encourage feedback as part of the training process.
      2. A link to the Friends and Family survey was provided on the Practice website and occasional texts were sent out to patients following consultations.
      3. A request for feedback would be included in the surgery’s Pendulum submission.
2. **NHS App use and promotion, and future developments**
   1. Only Coffee Stop had requested a training session. The 4 people who had requested help setting up the App had been seen afterwards but problems had been encountered with ID verification. The NHS App helpline had finally responded and admitted a fault; the people would be contacted again; if there were still problems the surgery could provide another way to verify ID.
   2. The article would continue to be published in Pendulum offering training.
   3. There had been an increase in the use of the App to the benefit of both patients and the surgery, in particular the dispensary.
   4. If medication requested through the App was ready before the normal 5 working days or if items had not been available when collecting medication, a text was sent to patients.
   5. The facility to book appointments through the App was not currently enabled and there were no plans for this in the near future due to concerns that appointments would be booked inappropriately and cause more work for staff. Appointments for medication reviews and the respiratory clinic could be booked online through a link sent to patients.
3. **Rugby Patient Group forum**

CT and PV would attend the meeting being held on 28 January on behalf of the Group. KE was also attending in another capacity.

1. **Latest Practice News**
   1. Appointments data for December
      1. 1086 GP appointments were available of which 983 were booked. This over capacity was rare and accounted for by the 6 GP Registrars at the surgery.
      2. 319 nurse appointments carried out by the 2 nurses.
      3. 108 additional appointments for specialist services e.g. medication reviews, respiratory clinic and physiotherapy.
   2. Telephone data
      1. The new system provided a monthly report, which enabled missed calls to be measured. Increased staff were rostered to cover times of high missed calls, which were possibly due to patients hanging up rather than queuing.
      2. If there was a queue of more than 4, a call back was offered, but this was little used.
      3. The experience of the Group was that calls were answered quickly.
   3. Current staffing
      1. GP Registrars - the additional 2 had transferred from another surgery, which was possible as the surgery had 3 accredited trainers. They all generated income. Their Specialist Training (ST) levels were 2 ST1, 2 ST2 and 2 ST3.
      2. Dispensary - fully staffed, which was by contrast with other local practices. One of the new members of staff had given very positive feedback about the workplace. The Group reported positive experiences with regard to lack of queues and texts when medication was ready early.
      3. Nurses - 2 longstanding employees
      4. Reception/Care Navigators - the new member of staff was settling well. There was one vacancy, which may not be filled due to the increased employer NI contributions.
      5. There had been reports of redundancies in other practices due to the increases in employer NI contributions announced in the budget, which would take effect from 1 April.
   4. Flu, Covid and RSV vaccinations
      1. Despite reminder texts there had been a very poor uptake, especially in the under 65 at risk group - 45%. Uptake in the 65+ group was better but less than previous years. About 40% take up of flu for children ages 3-4 years.
      2. Take up for RSV was good, as was for shingles.
   5. Winter pressures - managed well by the flexible use of staff. Most medical problems related to chest infections and flu.
2. **Any other business**
   1. Several staff photo were still missing from the website. Some staff were reluctant to be photographed but it was agreed that this would help patients in providing feedback.
   2. It was agreed to provide a separate sheet with the instructions for using the BP monitor as it was difficult for patients to use the instructions posted on the wall.
   3. A patient had not been able to obtain medication while on holiday. This was because the practice was not subscribed to the Electronic Prescribing System (EPS), which also allowed patients to obtain their medication from online pharmacies. With the increasing volumes through the dispensary and the fact that 10% of patients already received their medication elsewhere, the benefits were starting to outweigh the costs; this would be considered at the practice planning meeting.
3. **Date of next meeting** Wednesday 14 May at 6.45pm