

Musters Medical Practice Patient Participation Group (PPG)

Meeting minutes

24th Marh 2025 5pm – 6.30pm face-to-face meeting

Attendees:, Paul Midgley (PM), Liz Plant (LP), John Burnett (JB), Soraya Radjabi (SR), Paula Maling (PaMa), Emma Strzelec (ES), Wanda Martin (WM), Bill Logan (BL), Kai Pitman (KP), Hayley Peachey (HP), Laura Turnbull (LT)

Welcome & introductions: Bill and Kai introduced themselves to the group as new members and .

ACTION: PM to send around summary of members to all attendees

Apologies for absence

- Louise Duffield (LD), Leane Hennessey, David Bogod (DB)

Declaration of any conflicts of interest – none

GP Update – HP and LT

Rapid Health appointment system change preparation update:

Contacting patient about the changes

- All 300 (of 9500 total patients) with no record of a mobile number, or email, or who have declined to share such details, have been sent a letter informing of the new system go-live on 28th April
- All other patients are being contacted by text, in batches due to the large numbers of messages coming back with information to enter onto the Practice system (ES is doing all of this!)
- First wave are patients without a record of an email address – with a request to provide one. 2500 sent out so far. 650 new email addresses have been collected and uploaded so far.
- Second wave is those 6500 with an email address, to verify this. We have a mobile number and email address for the majority of patients, as this information is recorded when you register for the NHS App (70% of our patients have the NHS App)
- ES stated that whilst it is very labour intensive to update everyone's details before go-live, all felt it was important to minimise risk of problems after 28th April. No other practice had fully updated records ahead of their switch but wished they had!

Feedback from PPG drop in sessions to date (sessions continue daily to early May 9-11 and 2-3)

- SR, JB, PaMa and PM fed back on experienced so far.
- ES provides each volunteer with a link to the dummy Rapid Health form, walks through how patients complete a request, and how that is then generated and confirmed by email. This is very helpful to then support patients' queries.
- ES also provides paper copies of the FAQs for Rapid Health, that are also on the website
- There is a display board with information about the new system in the area by reception, plus a laptop for PPG volunteers to demo the system to patients

- JB had taken 7 people through the dummy login which they all found really helpful.
 - o Here is the link to Rapid Health that allows you to have a go at making a fictional appointment [REDACTED] using either of the following dummy patient IDs, and using **your email** to receive any follow-up messages to confirm the fictional appointment:
- [REDACTED]
- [REDACTED]
- JB said all patients, whether IT literate or not, found the system impressive once taken through it, and can see it is an improvement on the 8am phonecall queuing system.
- Others have generally asked patients about their awareness of the changes, if they are comfortable using an online system, answering queries to clarify that its not via SystemOnline of the NHS App, and for those who cannot or don't want to use IT, that they can use the system via a phone call and guided completion assisted by a receptionist
- Some patients spoken to routinely come into the practice to book face to face. Again it was explained that they will need to go through the booking process with a member of the reception team
- HP and LT said patients had reacted positively to the proposed change if it came up at the start of the consultation
- KP asked what's different between AccuRx and Rapid Health triage – RH doesn't need doctor input to decide the type of appointment to be offered so is less resource-heavy

ACTIONS:

- **ALL – if you can spare the time, please offer to fill one of the vacant drop in slots – email PM with your date choices**



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- **ES make it clear that the booking system is located on the Musters practice website – and display the website very clearly on the table top stand**
- **ES add this QR code for the IT savvy patients to easily check out the FAQs and bookmark the practice website before 28th April go-live – see below**



- **ES to add message onto the phone system alerting patients to the new system. It can include an option to receive a text with a link to the FAQs and the demo site**
- **ES to introduce a 'flag' for patients who are vulnerable to ensure their calls are prioritised once new system goes live**
- **ES and reception team to create a privacy screen area in reception for the walk-in patients to discuss their medical problem to support confidential online form completion**

Learning from Belvoir Health Group (who went live with Rapid Health in January 2025)

- ES has had several discussions with BHG staff which have been very helpful
- BHG staff and patient experience has been really positive so far
- BHG will provide a member of their reception team to Musters team to support on week one to trouble shoot
- Musters reception team will all receive extensive experience on the dummy process in advance of go-live
- Expect a high demand of queries in the first week, so rotas have ensured full staffing to cope and training and SOPs are being created on how to handle queries consistently

Review minutes of the January meeting – minutes accepted as accurate. A redacted version will be uploaded to the website to remove a personal health story.

Summary of progress against January's action points: (red – outstanding/or carried over)

- DB to attend digital champions event on 4th Feb - done
- LD to ask ES to upload October minutes to the website - done.
- LD to invite Belinda Collett to the next meeting - not required
- ES to provide details on complaints to the practice – PM attended annual complaints review. Due process followed in each case
- LD and ES to liaise to complete the January newsletter and ensure copies are available in reception, the newsletter is on the website, and it is mentioned on Facebook- done.
- **ES to update details of Rushcliffe Diabetes Support Group on website page – JB has sent through info**
- PM to analyse latest FFT data and feedback at April PPG meeting – done – no clear changes in feedback
- PM to give details of date and venue for the next [Future of Health in Rushcliffe | RushcliffeHealth](#) event – done, included in Spring newsletter

Practice update – ES

Dr Ubhi has had her baby and Dr Roshni Sayed starts at the end of March covering 12 months maternity leave.

A new practice nurse, Emma, has replaced Sharon who has retired.

Pharmacists: Funding has been diverted to have 2 full time pharmacists as it was impossible to recruit a Paramedic as originally intended. Currently locums are covering the pharmacist slots till the full timers start in June.

Practice vision and mission update: the last full practice meeting in February drew a wide range of views about what the mission and vision should be. There was insufficient time to agree, so it is a main topic of the next full practice meeting. ES will feedback at the next PPG meeting. The plan is to widely publicise this, and for it to drive future practice development. The PPG agreed that its long overdue as there has been no clear direction since Dr McCulloch's leadership.

Carers Champion and Dementia Friendly practice: A new Carers Champion has been nominated since the previous Champion has left the practice. One of their key tasks will be to refresh the Carers register so these people can be flagged and given priority for wellbeing checks, etc. Once the redecorating has been completed, dementia-friendly signage will replace some of the written signage. The practice wants to achieve the Dementia Friendly standard.

Blood tests – PaMa and LP had queries about blood tests and finding out about results. ES stated that all results are uploaded to the patients record and visible in the NHS App. If a result is normal, patients will not hear from the practice. If abnormal, the practice will get in touch to arrange a conversation with a doctor. LP asked if the phlebotomist could suggest to patients to look on the NHS App if they want to know the result. ES was unsure if a good idea, need a medical opinion on that (GPs had left the meeting by then).

Communications update

The Spring newsletter (below) includes articles about the Rapid Health appointments system, a new doctor covering Dr Ubhi's maternity leave, a calendar of events, and the Future of Health in Rushcliffe event on 17th June (there are a few spaces left, book now to avoid disappointment!)



Musters Medical
Practice newsletter M:

ACTION: ES to provide a laminated copy of the last newsletter in reception and upload to website news section and homepage banner.

2025 meeting dates

In order to allow the GP Partners to attend, we are permanently moving PPG meeting to Mondays 5-6.30pm every 3 months. Dates as follows:

- 23rd June
- 22nd September
- 15th December

ACTION: PM to send out new dates

Ideas for future topics:

- Discuss practice vision work arising from next Practice team meeting
- Discuss role of PPG and how that supports delivery of the practice vision
- Ideas on future PPG activities following the success of Rapid Health drop ins

Agreed actions and close 6.30pm

Summary of actions:

PM to send out new meeting dates

PM to send around summary of PPG members to all attendees

ALL – if you can spare the time, please offer to fill one of the vacant drop in slots – email PM with your date choices



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7 remaining actions for Emma:

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