

PPG Meeting Notes 21 January 2026 - 12.00 to 13.00 Abbottswood Medical Centre

Attendees:

Glenn (chair), Sue, Cat, Elizabeth, Vicki, Helen

1. Introduction, Apologies, Acceptance of last meeting notes and membership updates

- Apologies noted from Bernice.
- Meeting notes accepted from December 2025

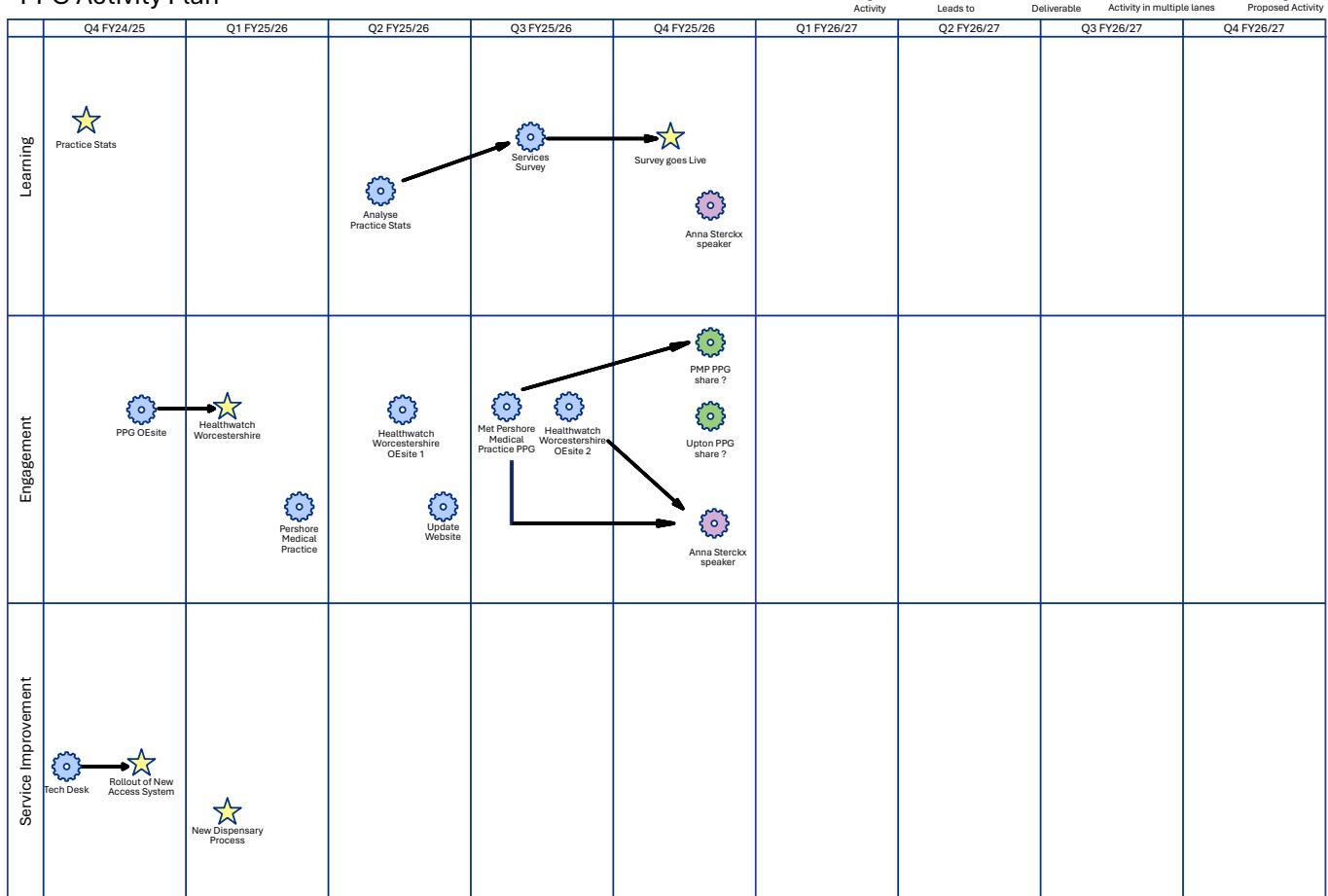
2. Welcome to Elizabeth

- Glenn welcomed Elizabeth as our latest member of the PPG and round table introductions ensued. Participants shared backgrounds in engineering, NHS, education, and practice management.

3. Our plan this year

- Glenn walked the meeting through the work tasks and deliverables from last year and this year.
- Proposal to publish an end-of-year report of PPG achievements, inspired by Healthwatch Worcestershire's report.
- Planning visual uses symbols: cog (work underway), line (leads to further work), gold star

PPG Activity Plan



(achievement).

- Three lanes based on NHS strategy: Learning, Engagement, Service improvement.
- Learning and Engagement front-loaded; Service improvement to emerge from insights (e.g., upcoming patient survey).
- Specialists to be invited to brief the group on Practice Support Services (e.g., social prescribing lead) to better understand them and their patient perceived benefits and challenges.
- Engage with Pershore Medical Practice PPG to foster cross Pershore community engagement.
- Consider re-engaging across the Primary Care Network (Upton, Pershore, Abbotswood).
- Triage system being reviewed.

Conclusion:

- Group aligned to set clear objectives early to enable year-end reporting. Glenn to capture the discussed objectives into the plan and circulate.

4. Practice Statistics & General Update on Medical Centre Operation

- See table on p3 (Points discussed below.)
- List size just over 12,000; ~1% annual growth over 11 years (from just over 10,000).
- RSV vaccine eligibility/uptake discussed; initial catch-up campaign completed, now vaccinating as eligible. Demand rising steadily while resources remain static; list size growth is gradual.
- Missed appointment figures were affected by vaccination clinics; RSV programme continues routinely post catch-up.
- Inbound calls jumped in September–October linked to flu/COVID invitation messaging; then reverted.
- January expected to be significant due to acute upper respiratory infection.
- Triage volumes have not dramatically changed overall.

Conclusion:

- Seasonal vaccination messaging drove call spikes; January data will be telling due to respiratory infections.

5. CQC Update

- CQC process complete with a final report, awarded GOOD. No areas of concern mentioned

Type of Appointment	January	February	March	April	May	June	July	August	September	October	November	December
Number of Inbound Calls	7,708	6,953	8,262	8,478	7,351	6,885	6,851	6,361	8,364	8,041	6,549	6,811
Number of triage requests received	3,084	2,889	3,202	2,992	2,881	2,990	3,265	2,883	3,445	3,780	3,254	3,293
GP face to face	1053	1040	1077	1019	926	1018	906	829	1058	1276	1017	1041
GP telephone	671	646	612	539	486	580	585	473	576	582	485	540
Home Visits	76	79	66	99	68	74	80	64	75	82	71	84
Nurse Appointments	1509	1392	1417	1392	1434	1336	1659	1324	1431	1478	1409	1454
Pharmacist Appointments	730	761	912	794	906	780	940	717	1141	1173	836	996
ANP & Paramedic Appointments	529	395	433	497	494	448	552	497	408	516	438	513
Missed Appointments	129	116	142	153	129	131	167	120	148	238	227	157
RSV Vaccine	39	39	43	21	12	10	31	26	17	22	22	11
Covid Vaccine	16	0	2	1509	0	0	0	0	0	1024	848	19
Flu Vaccine	54	7	5	0	0	0	0	0	2270	2174	1487	182

Conclusion:

- Hugely positive outcome. Committee members recognised the scale of the achievement by the Practice and congratulated the staff members. In turn, Helen & Vicki committed to maintain systems and standards.

6. PPG Patient Survey Subgroup Update

- Shape survey to focus strictly on access and accessibility.
- Clarify proposition to avoid broader questions or duplicate inputs.
- Background: National survey indicates patient confusion about accessibility; decision to explore this in more detail locally.
- Communications to make clear it is an access-focused survey.

Conclusion:

- Proceed with a targeted accessibility survey and clear messaging. Meeting approves the survey with discussed changes and endorses it going live.

7. Planning for Anna Sterckx, Head of Patient, Carer and Public Engagement, NHS Worcestershire & engagement talk in February & Equality Report

- Anna Sterckx invited following Healthwatch Worcestershire event.
- Session on 25 February; same room and time; Pershore Medical Practice PPG to be hosted for knowledge sharing.
- Agenda: Anna to speak on her role, Patient Forum (PPF) input to decisions, annual “big question” questionnaire, and how local PPGs can contribute.
- Anna seeks two-way conversation; interests include hospital experiences with Worcestershire hospitals and NHS relationships.

Conclusion:

- Session confirmed for 25 February, 12.00-13.00 at Abbottswood with Pershore PPG participation.

8. Next full meeting date

- Proposed next PPG meeting: 25 March, 12:00–13:00, Abbottswood Medical Centre.

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