



Minutes of Hampton Medical Centre – Patient Participation Group

Date: 16/10/2025 at 6:00 pm

Present: David Fear, Allison Wenlock, Perry Ludlow, Graham Cooper, Christine Kenedler, Samantha Collins, , Simon Yakan, Chris Ryan, Anna Ross, Asad Parvaiz, Wajeeha Asad, Riah West (GPN)

Summary

- A presentation was given by Riah West from the Greater Peterborough Network (GPN) detailing its function as a federation of local GP practices and the services it supports.
- The GP Hub service, located at the City Care Centre, was discussed, which offers patients evening and weekend appointments bookable through their own GP practice.
- Methods for improving patient awareness of the GP Hub were explored, including suggestions for digital screens in community spaces, podcasts, and local radio features.
- GPN's intention to develop its own Patient Participation Group (PPG) was announced, with a request for advice and support from the existing group members.
- Actions resulting from a recent patient survey were reviewed, highlighting an increase in the availability of face-to-face appointments per clinic.
- A change to the appointment booking system was announced, effective 1st December, which removes the need for patients to call back in the afternoon for appointments.
- The success of a recent Macmillan coffee morning was noted, along with a brief discussion on promoting future practice events like the flu clinic and an Armed Forces veterans' event.

Introduction to Greater Peterborough Network (GPN)

- The meeting welcomed guest speaker Riah West from the Practice and Engagement team at the Greater Peterborough Network (GPN).
- Riah has a varied background, including teaching and mental health link worker roles, before joining GPN.
- GPN is a federation of GP practices across Peterborough and the surrounding areas, which supports practices with the delivery of various services.
- The organisation is currently celebrating its 10th anniversary, though it was noted that they are not widely known to the public as they often work behind the scenes supporting the practices.
- Copies of GPN's latest annual report, which was recently published following their AGM, were offered to attendees, with digital copies also available.

GPN Services & The GP Hub

- GPN delivers or supports a range of services, including an annual health check for patients with Severe Mental Illness (SMI).

- A key service discussed was the GP Hub, located at the City Care Centre, which offers extended access to routine appointments.
- The GP Hub provides evening appointments (6:30 PM to 8:00 PM) and Saturday appointments (8:30 AM to 5:00 PM, to be confirmed), which can be for a GP, nurse, or Healthcare Assistant (HCA).
- It was clarified that this is an appointment-based service, not a walk-in centre. Patients must book appointments through their own GP practice reception.
- The service acts as an extension of the practice's own hours. GPN is subcontracted by the practices' Primary Care Network (PCN) to deliver these 'extended access' hours.
- The number of available appointments is based on the practice's population size. Unused appointments from one practice can be offered to patients from other practices within the PCN.
- Patients are seen by clinicians from across Peterborough, not necessarily their own GP, but the shared 'SystmOne' computer system allows access to the patient's full medical record.

Promoting GPN Services & Request For Support

- GPN is looking to develop its own Patient Participation Group (PPG) to gather feedback on GPN-led services. Riah requested advice and support from the practice's PPG on this initiative.
- A discussion was held on how to better promote the GP Hub, as awareness amongst patients seems low.
- It was noted that patients may see posters but not realise the service is available to them, or they may prefer the familiarity of their own practice.
- Suggestions for improving promotion included: using digital screens in public places like shopping centres, posters at bus stops, features on local radio or podcasts, and creating a YouTube video.
- It was suggested that targeting promotion towards working-age people who struggle with daytime appointments could be effective.
- Any promotional material must clearly state that bookings are made via the patient's own practice, not directly with the hub.
- GPN also asked for permission to send relevant health information to the PPG to be shared during their meetings.

Practice Updates & Patient Survey Actions

- The practice provided an update on actions taken following the patient survey from earlier in the year.
- To improve access, an additional face-to-face appointment has been added to every GP's clinic.
- The practice's physical opening hours are now 8:00 AM to 6:30 PM, aligning with the telephone line hours to eliminate confusion.
- From 1st December, the system requiring patients to call back at 2:00 PM for afternoon appointments will be discontinued due to a new national contract. All requests will be handled during the morning call session.
- The online consultation system (AccuRx) is available from 8:00 AM to 6:30 PM, and its responsiveness was praised by a group member.
- A future AccuRx feature called 'Patient Navigator' was mentioned, which will use AI to help triage and signpost patients to other services like pharmacies where appropriate.

Any Other Business

- The planning application for the practice's new building has been submitted and is visible on the City Council's public planning portal.
- A recent Macmillan Coffee Morning, organised by the social prescriber Cassy, was very successful, raising over £200. Feedback noted that the text invitations were sent with very short notice.
- A previous Armed Forces Veterans event was discussed. A member who is a veteran and an Armed Forces Champion expressed a keen interest in attending and supporting the next event, which the practice aims to hold annually.
- The criteria for COVID-19 and flu vaccinations were clarified. COVID jabs are now restricted to specific groups (e.g., over-75s, immunosuppressed), which has caused some patient confusion. The practice's flu clinic was praised for its efficiency.
- The next meeting was confirmed for Thursday, 15th January.

Action Points & Next Steps

- Riah West (GPN) to arrange for digital copies of the GPN annual report to be sent to the group.
- The PPG will consider how they can offer advice and support to GPN for the development of their new patient group.
- Members are encouraged to visit the Peterborough City Council planning portal to view and leave positive comments in support of the practice's new building application.
- For future events like the coffee morning, the practice will aim to send out communications and invitations with more advance notice (e.g., one week).
- The practice will invite the PPG member who is an Armed Forces Champion to the next veterans' event to contribute his expertise.

The next PPG meeting is scheduled for Thursday, 15th January.