

# The Range Medical Centre – Patient Participation Group (PPG) Meeting

**Date:** Tuesday 11th November 2025

**Time:** 6:00 PM

**Location:** Online (Teams)

## Attendees:

- Daanyaal Anwar (Deputy Operations Manager, TRMC)
- Hana
- Claire
- Gillian
- Daniel
- Andrew
- Dorretta

## Minutes:

### 1. Welcome & Introductions

Daanyaal welcomed everyone and thanked members for attending. All attendees briefly checked in on how things had been since the previous meeting.

### 2. Coffee Morning Update

- No update from **Mike**, who was unable to attend.
- **Hana** offered to progress this by contacting **Bembe Café (Alexandra Park)** to check availability and costs.
- Daanyaal will follow up with Hana in two weeks to review progress.

### 3. Walking Group Development

- Recap of **Andrew's proposal** for a weekly/monthly Walking Group starting from the surgery and looping through the local area and Alexandra Park.
- Aim is to encourage social interaction, boost health and wellbeing, and provide a low-pressure activity for patients.
- Members were asked to consider volunteering as **Walking Champions** who would help lead sessions.
- **Dorretta** volunteered to take a lead role.
- Daanyaal will contact her to confirm availability (initial suggestion: **Friday mornings at 10am**) and discuss how to structure the group.

#### 4. NHS App Promotion & Support

Daanyaal updated the group on NHS England pressure to increase patient usage of the **NHS App**.

##### Current achievements:

- App uptake at TRMC has increased from **30% to 40%** within the year.
- Existing promotion includes posters, leaflets, social media, SMS campaigns, and in-practice demonstrations.

##### Ideas from members:

- **Hana:** Recommended sending a new round of text messages as enough time has passed since the last campaign.
- **Gillian:** Suggested providing **video tutorials** for patients to watch at home.
  - Daanyaal will search for existing high-quality tutorials and consider producing TRMC-branded videos if necessary.
- **Andrew & Claire:** Offered to run their own drop-in sessions on days when Daanyaal is unavailable.
  - Daanyaal will arrange training for both in setting up and using the NHS App.

##### Agreement:

- Once new resources and support sessions are prepared, TRMC will send **targeted SMS invitations** including video links and drop-in dates.

#### 5. Any Other Business

- No additional items were raised.
- The group thanked one another for attending and the meeting was closed.

##### Action Log

Action	Responsible	Deadline/Update
Contact Bembe Café regarding the coffee morning.	Hana	By next meeting
Follow up with Hana about progress.	Daanyaal	Within 2 weeks
Arrange planning discussion with Dorretta re: Walking Group logistics and availability.	Daanyaal	Before next meeting
Recruit 1–2 additional Walking Champions to support rota.	All Members	Ongoing

<b>Locate NHS App video resources; assess need for TRMC-made content.</b>	Daanyaal	Before next meeting
<b>Deliver NHS App training to Andrew &amp; Claire.</b>	Daanyaal	December 2025
<b>Plan and schedule NHS App SMS campaign with video links and drop-in session dates.</b>	Daanyaal	After training
<b>Confirm dates/times Andrew &amp; Claire can host drop-ins.</b>	Andrew & Claire	Before launch