

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

Date: Tuesday 14th October 2025

Time: 6:00 PM

Location: Online

Attendees

- Daanyaal Anwar (Deputy Operations Manager, TRMC)
- Hana Aideed
- Claire Davies
- Gillian Hinds
- Daniel Leaman
- Andrew Ballington
- Dorretta Maynard

Minutes

1. Welcome and Introductions

- Daanyaal welcomed all attendees and thanked them for taking the time to join.
- A brief check-in was held to discuss how things had been since the last meeting.

2. Coffee Morning Update

- It was noted that **Mike Harrop** was not present, so there was no update on whether contact had been made with **Bembe Café** regarding hosting a PPG coffee morning.
- **Hana** expressed interest in taking the lead on organising the coffee morning and agreed to reach out to **Bembe Café in Alexandra Park** to explore options and make progress on this initiative.
- Daanyaal will check in with Hana in two weeks to review progress.

3. Walking Group Development

- The group revisited **Andrew's proposal** for launching a **Range Medical Centre Walking Group**, open to patients and occasionally joined by staff.
- The idea is to have set days/times where patients can meet outside the surgery and enjoy a walk around the local area and Alexandra Park.
- PPG members were asked if they would consider volunteering as **“Walking Champions”** to lead or co-lead these walks, offering a point of contact for participants.
- **Dorretta Maynard** kindly volunteered to take on this role.

- Daanyaal will contact Dorretta to discuss her availability and help plan initial walk dates.

4. Promoting the NHS App

- Daanyaal raised the ongoing pressure from **NHS England** to further promote patient use of the **NHS App**.
- The group reviewed current efforts, including:
 - Text message campaigns
 - Reception desk promotion with leaflets and posters
 - Social media promotion
 - In-practice conversations and demonstrations
- It was noted that registered NHS App users have increased from **30% to 40%** of the practice population in the past year.

Ideas and suggestions from members:

- **Hana:** Suggested sending another round of text messages, as it's been a while since the last campaign. She felt this would be well received by patients.
- **Gillian:** Suggested sharing **video resources** that patients could watch and pause in their own time, helping them navigate the app more easily.
 - Daanyaal agreed to search for existing video tutorials and consider commissioning new ones if suitable material is not available.
- **Andrew and Claire:** Offered to host their own **NHS App drop-in sessions** on days when Daanyaal is unavailable.
 - Daanyaal will arrange training sessions with both, to ensure they are confident in assisting patients effectively.

It was agreed that once the new initiatives are ready, a **blanket text message campaign** will be sent to targeted groups. Messages will include links to video guides and invitations to attend in-practice drop-in sessions for support.

5. Any Other Business

- We also mentioned the development of the PPG WhatsApp and how that is underway but unfortunately has not been set up yet.
- The group thanked one another for their contributions and ongoing support.
- The meeting was concluded.

Action Log

Action	Responsible	Deadline/Update
Contact Bembe Café to explore hosting the PPG coffee morning.	Hana Aideed	Before Next Meeting

Check in with Hana regarding progress on Bembe Café contact.	Daanyaal Anwar	End of October 2025
Contact Dorretta to discuss availability and next steps for walking group launch.	Daanyaal Anwar	Before next meeting
Identify 2–3 potential “Walking Champions” to support Dorretta and rotate leadership.	All Members	Ongoing
Research existing NHS App video tutorials and assess suitability for patients.	Daanyaal Anwar	Before next meeting
Schedule and deliver NHS App training sessions for Andrew and Claire.	Daanyaal Anwar	Before end of October 2025
Develop and schedule next NHS App text message campaign, including video links and drop-in invites.	Daanyaal Anwar	After training completion