



# The Range Medical Centre

## Patient Participation Group – Meeting Minutes

Date: Tuesday 14th April 2026 | Time: 6:00 PM | Location: Online (Microsoft Teams)

### Attendees

Name	Role / Organisation
Daanyaal Anwar	Deputy Operations Manager, The Range Medical Centre
Barry Gillespie	PPG Member
Daniel Leaman	PPG Member
Jenni Gomes	PPG Member
Hana Layla Aideed	PPG Member

### Agenda, Discussion & Actions

Item	Topic	Key Discussion Points	Actions Arising
1	<b>Welcome &amp; Meeting Format Changes</b>	<ul style="list-style-type: none"><li>Daanyaal opened the meeting and introduced a key change: future meetings will formally incorporate standing items covering complaints, significant events (SEAs), and the Friends &amp; Family Test (FFT) results.</li><li>Context: a recent internal mock CQC inspection — conducted by Dr Nikolai Suchit, who took on the role of inspector — identified this as a gap. All complaint and SEA content presented to the PPG will be fully anonymised.</li><li>The intention is that by the time items reach the PPG meeting, the practice will have already actioned the response; the PPG's role is to review learning points and offer a patient perspective.</li><li>Members welcomed the change. Hana noted this reflected her original expectation of the PPG. Barry observed the group has always been constructive rather than critical, and the practice agreed this makes introducing the standing item appropriate.</li><li>Daanyaal confirmed the practice population is approximately 14,500 patients.</li></ul>	<ul style="list-style-type: none"><li>Daanyaal to restructure meeting minutes and agenda template to formally incorporate Complaints, SEAs, and FFT as standing items from May 2026 onwards.</li></ul>
2	<b>Practice Profile Overview</b>	<ul style="list-style-type: none"><li>At Jenni's request, Daanyaal provided a brief overview of the practice to give PPG members a clearer understanding of its scale and complexity.</li><li>Patient population: ~14,500 registered patients, ranging from newborns to 103 years old. The majority fall in the 20–50 age bracket. A significant proportion are university students.</li><li>Languages: over 60 languages represented across the patient group; interpreter services available for all. The practice also has a number of BSL (deaf) patients.</li></ul>	<ul style="list-style-type: none"><li>Daanyaal to include a practice profile summary on the PPG website for member and patient reference.</li><li>Daanyaal to investigate options for self-funding physiotherapy provision once the current contract ends.</li></ul>

3	<p><b>Reception Noticeboard &amp; Waiting Area</b></p>	<ul style="list-style-type: none"> <li>• Care homes: the practice provides weekly ward rounds for residents of Polonia Care Home and Fairley House.</li> <li>• Clinical team: 7 salaried GPs, 4 Advanced Nurse Practitioners (ANPs), 1–2 Practice Nurses, 2 Healthcare Assistants (HCAs), 2 Pharmacists.</li> <li>• Non-clinical team: 7 reception staff (shift-based), 5 medical admin staff, Practice Director, Deputy Operations Manager, 2 daily cleaners.</li> <li>• Appointments: over 1,500 per week; approximately 200–300 GP/ANP appointments per day.</li> <li>• Services: baby and newborn checks (8-week), childhood immunisations, joint injections (frozen shoulder etc.), ECGs, in-house blood tests, BSL interpretation.</li> <li>• In development: contraceptive implant and coil (IUD/LARC) services — clinician training underway. Physiotherapy (previously externally funded, one session per week) is likely to end as NHS funding ceases; the practice is considering self-funding a physiotherapist directly.</li> <li>• Barry noted the value of the physiotherapy service to patients; Jenni confirmed patients had mentioned it positively.</li> </ul>	<ul style="list-style-type: none"> <li>• Maria (Reception) to take the lead on developing a more attractive and informative noticeboard display.</li> <li>• Daanyaal to include noticeboard visibility / placement in the remodel brief alongside Sarah Mulligan (Architect, PPG Member).</li> </ul>
4	<p><b>PPG Website – Live Review &amp; Update</b></p>	<ul style="list-style-type: none"> <li>• Daanyaal shared his screen to walk members through the practice website, confirming the PPG landing page is now live and publicly accessible.</li> <li>• Sections currently live: general PPG information; 'Join our PPG' (with online sign-up form capturing consent and contact details); Meeting Minutes (all minutes from formation onwards uploaded, with April to follow); Upcoming Events (placeholder — not yet populated); Previous Events (September 2025 Parkrun, including group photo); Newsletters (placeholder — in progress).</li> <li>• Barry's submitted written content has been used on the 'Join our PPG' page. Barry and Daniel had both sent email contributions which Daanyaal confirmed he will incorporate.</li> <li>• Barry suggested adding upcoming meeting dates for the remainder of 2026 to the homepage to help patients plan attendance. Daanyaal agreed.</li> <li>• Hana asked whether more colourful styling was possible. Daanyaal explained the practice must use NHS-approved website providers (not commercial agencies), all of which follow NHS design</li> </ul>	<ul style="list-style-type: none"> <li>• All members to review the live PPG website and email any feedback or suggested content to Daanyaal.</li> <li>• Daanyaal to add upcoming meeting dates for the rest of 2026 to the PPG landing page.</li> <li>• Daanyaal to add Daniel's Parkrun testimonial piece as a featured item on the Previous Events / Parkrun section.</li> <li>• Daanyaal to incorporate Barry's second email submission and any further contributions into the relevant website sections.</li> <li>• Daanyaal to populate the Upcoming Events section</li> </ul>

		<p>standards; customisation of colours and layout is therefore limited.</p> <ul style="list-style-type: none"> <li>• Daniel noted that the NHS website's simplicity is a strength — widely recognisable and accessible to less digitally confident users. Daanyaal agreed and noted digital inclusion is part of the rationale for NHS design mandates.</li> <li>• Website is live and a work in progress. Members invited to review and send feedback by email.</li> </ul>	<p>once activities are confirmed.</p> <ul style="list-style-type: none"> <li>• Daanyaal to continue auditing all website pages for accuracy and completeness.</li> </ul>
5	<b>Parkrun / Park Walk Promotion &amp; PPG Vests</b>	<ul style="list-style-type: none"> <li>• The group discussed ongoing promotion of Alexandra Parkrun (Saturday, 9am) and Junior Parkrun (Sunday).</li> <li>• Daniel reported he now volunteers at Parkrun almost every week — setting up, funnel managing, and sorting tokens. He highlighted the welcoming, inclusive atmosphere at Alexandra Park specifically.</li> <li>• Jenni raised the importance of explicitly promoting the event as a walk/run — not just a run — to avoid deterring patients who cannot or do not wish to run. She confirmed several people from the September PPG event have continued attending as walkers.</li> <li>• The group agreed the event should be consistently labelled 'Parkrun/Walk' in all PPG materials.</li> <li>• Both Parkrun (Saturday) and Junior Parkrun (Sunday) are completely free. The group agreed this should be prominent in any messaging.</li> <li>• PPG high-visibility vests are stored at the practice. Members are welcome to collect a vest, keep it, and wear it at events to raise the PPG's visibility. Daniel agreed to keep one with his Parkrun volunteering kit. Jenni confirmed she would collect one.</li> <li>• Upcoming summer Parkrun campaign: Daanyaal plans to repeat the patient messaging push in June–July 2026, targeting both adult and junior Parkrun.</li> </ul>	<ul style="list-style-type: none"> <li>• Daanyaal to update all website references to 'Parkrun/Walk' and ensure free-to-participate messaging is prominent.</li> <li>• Jenni Gomes and Daniel Leaman to collect PPG vests from the practice for use at Parkrun/Junior Parkrun events.</li> <li>• Daanyaal to plan a targeted patient messaging campaign for Parkrun promotion (June–July 2026).</li> <li>• Daniel Leaman's Parkrun testimonial to be added to the website as a featured piece alongside the September 2025 event content.</li> </ul>
6	<b>Practice Newsletter</b>	<ul style="list-style-type: none"> <li>• Daanyaal outlined plans for a broader practice-wide newsletter, distinct from the PPG-specific minutes, to be hosted on the website and shared with patients.</li> <li>• Proposed content: team news (new starters, paternity/maternity leave, new babies); policy and service updates (e.g. the temporary suspension of ADHD referrals, which caused significant patient confusion and could have benefited from a proactive communication); and a PPG summary section condensing meeting actions and upcoming events.</li> <li>• Barry suggested the newsletter could contain a dedicated PPG page within the broader practice newsletter — Daanyaal confirmed this was the intention.</li> <li>• Daanyaal noted the newsletter is lower priority than other ongoing work but is placeholder-ready on the website. It will be developed iteratively.</li> <li>• No firm launch date set; members advised it will develop in the background.</li> </ul>	<ul style="list-style-type: none"> <li>• Daanyaal to develop a draft newsletter template and begin collating content (team news, service updates, PPG section).</li> <li>• All members to notify Daanyaal of any content ideas for inclusion — particularly community-facing stories or updates.</li> </ul>

## Standing Item: Complaints & Significant Events (SEAs)

All complaints and significant events presented to the PPG are fully anonymised. Where an item has been raised, it will include a brief description for context, the learning points identified by the practice, and space for PPG comments. Matters are typically actioned by the practice before this meeting; the PPG's role is to review learning and offer patient perspective.

Ref	Type	Description & Context	Practice Learning Points	PPG Comments
<i>No complaints or significant events to report this month.</i>				

## Full Action Log

#	Action	Owner	Deadline	Status
1	Restructure meeting minutes and agenda template to include standing items: Complaints, SEAs, and Friends & Family Test (FFT) results.	Daanyaal Anwar	May 2026 meeting	In Progress
2	Include a practice profile summary on the PPG website.	Daanyaal Anwar	Before next meeting	Pending
3	Investigate options for self-funding physiotherapy provision once NHS-funded contract ends.	Daanyaal Anwar	Before next meeting	Pending
4	Maria (Reception) to develop a more engaging and informative waiting room noticeboard display.	Maria (Reception)	Ongoing	In Progress
5	Include noticeboard placement and visibility in remodel brief (with Sarah Mulligan's input).	Daanyaal Anwar	Linked to remodel	Pending
6	All members to review the live PPG website and email any feedback or suggested content.	All Members	Within 2 weeks	Pending
7	Add upcoming PPG meeting dates for the remainder of 2026 to the website landing page.	Daanyaal Anwar	Before next meeting	Pending
8	Add Daniel Leaman's Parkrun testimonial as a featured piece on the website.	Daanyaal Anwar	Before next meeting	Pending
9	Incorporate Barry Gillespie's second email submission and any further member contributions into the website.	Daanyaal Anwar	Before next meeting	Pending
10	Populate the Upcoming Events section of the website once activities are confirmed.	Daanyaal Anwar	Ongoing	In Progress
11	Continue auditing all website pages for accuracy, completeness, and broken links.	Daanyaal Anwar	Ongoing	In Progress
12	Update all website and messaging references to 'Parkrun/Walk'; ensure free-to-participate messaging is prominent.	Daanyaal Anwar	Before next meeting	Pending
13	Jenni Gomes and Daniel Leaman to collect PPG high-vis vests from the practice.	Jenni Gomes / Daniel Leaman	Next visit to practice	Pending
14	Plan and schedule Parkrun patient messaging campaign (June–July 2026), covering both adult and Junior Parkrun.	Daanyaal Anwar	May 2026	Pending
15	Develop a draft practice newsletter template and begin collating content.	Daanyaal Anwar	Ongoing	In Progress

