

Patient Participation Group (PPG) Meeting Minutes
Practice: Hopwood Medical Centre
Date: 16.09.2026

Introduction

The meeting provided an opportunity for the practice and the patient representatives to discuss practice updates, patient experience, access to services, communication, safeguarding and areas for improvement. The patient representatives were invited to provide feedback and raise any concerns regarding the services provided by the practice.

1. Practice Communication and Access

The practice discussed the use of social media to provide patients with updates regarding appointments, GP availability and practice information.

A notice will be displayed in the waiting area showing which days each GP works, and an updated plaque/sign will be placed outside the surgery.

The practice continues to signpost patients to appropriate services, including Pharmacy First, eye care, dental services, physiotherapy, podiatry and A&E when appropriate. This helps patients access the most suitable service and reduces unnecessary pressure on GP and hospital services.

2. Practice Figures and Systems

The practice shared the previous month's figures, including appointments available, DNAs, prescriptions/letters received and telephone activity.

A telephone cancellation/DNA option is being investigated with our telephone provider to make cancelling appointments easier. This will reduce telephone traffic coming into the practice, hopefully reduce our DNA rates with appointments becoming available throughout the day.

The practice remains above target for Capacity and Access data on the national dashboard.

AccuRx is working well and is helping reduce pressure on the telephone lines. The patient representative commented that AccuRx is easy to use and very convenient.

3. Continuity of Care

The practice acknowledged that continuity of care is an area that needs improvement and will continue to look at ways of supporting patients to see the same clinician where appropriate.

4. Patient Education and Awareness

The most recent patient education event was on PCOS, delivered by Dr Malik. Further events covering different health conditions are being considered. The previous event was also open to non-registered patients.

The practice will support Breast Cancer Awareness Day on 23 October 2026 by decorating the surgery and wearing pink.

5. Staff Recognition

A patient representative praised the team for their hard work.

6. Keeping Patient Details up-to date

It was discussed the importance of keeping patient records, particularly addresses and contact details, up to date.

7. Complaints

Between April 2025 and March 2026, the practice received 18 formal complaints, all of which have been dealt with and resolved.

The timescale for responding varies depending on the nature and complexity of the complaint, including whether it relates to clinical or administrative matters.

8. Hospital Communication

A patient representative raised a concern regarding delays or missing hospital correspondence being sent to the GP practice in Bury. The practice Manager explained that the practice has measures in place for hospital correspondence to be viewed in a timely manor at Hopwood Medical Centre.

10. Patient Feedback

The patient representative confirmed that they were very happy with the surgery overall and had no concerns other than those discussed during the meeting.

11. Actions

- Explore a combined Heywood PPG.
- Display GP working days in the waiting area.
- Update the external practice plaque/sign.
- Introduce the telephone cancellation/DNA option.
- Continue working to improve continuity of care.
- Organise Breast Cancer Awareness activities for 23 October 2026.
- Continue appropriate patient signposting.
- Encourage patients to keep their contact and address details updated.