

MINUTES OF PATIENT PARTICIPATION GROUP MEETING HELD ON 19 MARCH 2026

1. **Present:** HE, CHi (Chair), CHe (Vice Chair), RC, LC, AD, JM, MS, GL, SH
2. **Apologies:** JL, SC, PS, JS, PO, ES, JR, MT
3. CHi welcomed everyone to the meeting and introduced new member GL to the group.
4. **Presentation – Integrated Neighbourhood Team (INT)**
Kate, Advanced Nurse Practitioner and Clinical Lead for The MAST PCN INT gave a presentation on Integrated Neighbourhood Teams (INTs).

Integrated Neighbourhood Teams (INTs) are multidisciplinary, collaborative groups bringing together health, social care, and voluntary sector professionals to deliver seamless, proactive, personalised care to local communities. They are a major government and NHS England initiative, designed to transform community health and care.

The MAST Primary Care Network launched its INT to improve support for patients following complex hospital discharge, on 2 July 2025.

Kate said that The MAST PCN INT is proud to have been nominated as the first accelerator site in Kirklees, leading the way with its innovative model. The model focuses on improving patient support after hospital discharge, through weekly meetings uniting professionals from general practice, hospital, community, social care, mental health and rehabilitation services to ensure all aspects of care are addressed. The INT acts as a single point of coordination to ensure patients with complex medical, social or rehabilitation needs can return home with the necessary care packages rather than staying unnecessarily in hospital or being discharged to a nursing home and reduces the likelihood of readmission. Patients receive a seamless transition from hospital to home.

Key benefits for the multidisciplinary team include a better understanding of what each team does, improved collaboration, better communication, and reduced duplication of work, allowing staff to focus on patient care.

CHi thanked Kate for presenting the pioneering work of The MAST PCN INT.

5. **Minutes of the meeting held on 10 December** were accepted as a correct record.
CHi informed the meeting that outstanding action points noted in the minutes had been addressed and thanked HE and the practice team for responding to issues raised by PPG members.

6. **PPG members – discussion time (4.30pm-5.00pm)**

CHi summarised discussion/questions raised in the PPG members discussion time. A member asked if there is currently a backlog of patient test results to record on the system.

HE informed the meeting that the recent backlog has been cleared, and the system is now up to date. She explained that backlogs can occur due to disparate IT systems across the health system and keeping records up to date is a top priority for the Practice.

7. **PPG Patient Survey**

HE thanked PPG members for compiling the questionnaire to assess patient satisfaction of the eConsult and identify areas for improvement. She acknowledged the support of CHi, CHe, SC and PO in the Practice on 3rd, 4th, 6th, 10th and 11th March, encouraging patients to complete questionnaires.

HE presented an analysis of 81 questionnaires:

Key Findings from the survey:

What has gone well:

90% of respondents have used the eConsult service

92% of respondents were happy with their response and interactions from the surgery

81% of respondents were satisfied with the eConsult service

92% of respondents were happy with the quick response from the surgery after submitting their eConsult online on the same day

Areas for improvement to be actioned by the Practice:

Promote the privacy room in reception to patients

Share patient feedback on barriers experienced when completing the form with the eConsult provider

Overall experience

34% of respondents were very satisfied with the service

45% of respondents were satisfied with the service

21% of respondents were not satisfied with the service

SH said the survey was a fantastic exercise to a small subset of patients and asked how many eConsults there were in the period of the survey. HE said she will look at the figures, however there could be several differentials which may affect accuracy.

SH highlighted the survey offered to patients by eConsult when they use the service and asked how the Practice uses the feedback. **HE to give an update on eConsult survey at the next meeting.**

CHi thanked HE for presenting the results of the PPG survey.

7. Seasonal Campaign materials – the Spring Campaign will include:

- Hay Fever
- COVID Spring Boosters – the campaign will commence on 13 April
- The MAST Community Garden

JS/CHi to produce materials.

8. Date and time of next meeting: Wednesday, 24 June 2026

4.30pm-5.00pm – PPG Members – discussion

5.00pm-6.00pm – full PPG meeting