

Woodville Patient Participation Group (PPG)

Minutes of meeting held on 8th August 2023 at 6:00pm

Present : Karen Gothard – Practice Manager
Lyn Hackett
Nikki Jinks – Advanced Nurse Practitioner
Harry Jolley
Nick Locke – PPG Chair (WoodvillePPG@21JubileePark.com)
Micky Locke
Danielle Marratt – Operations Manager
Jenny Slawson
Peter Slawson
Ann Wright

Absent / Apologies : Sabyta Mackay
Dave Sharpe
Becki Winter
Philip Wright

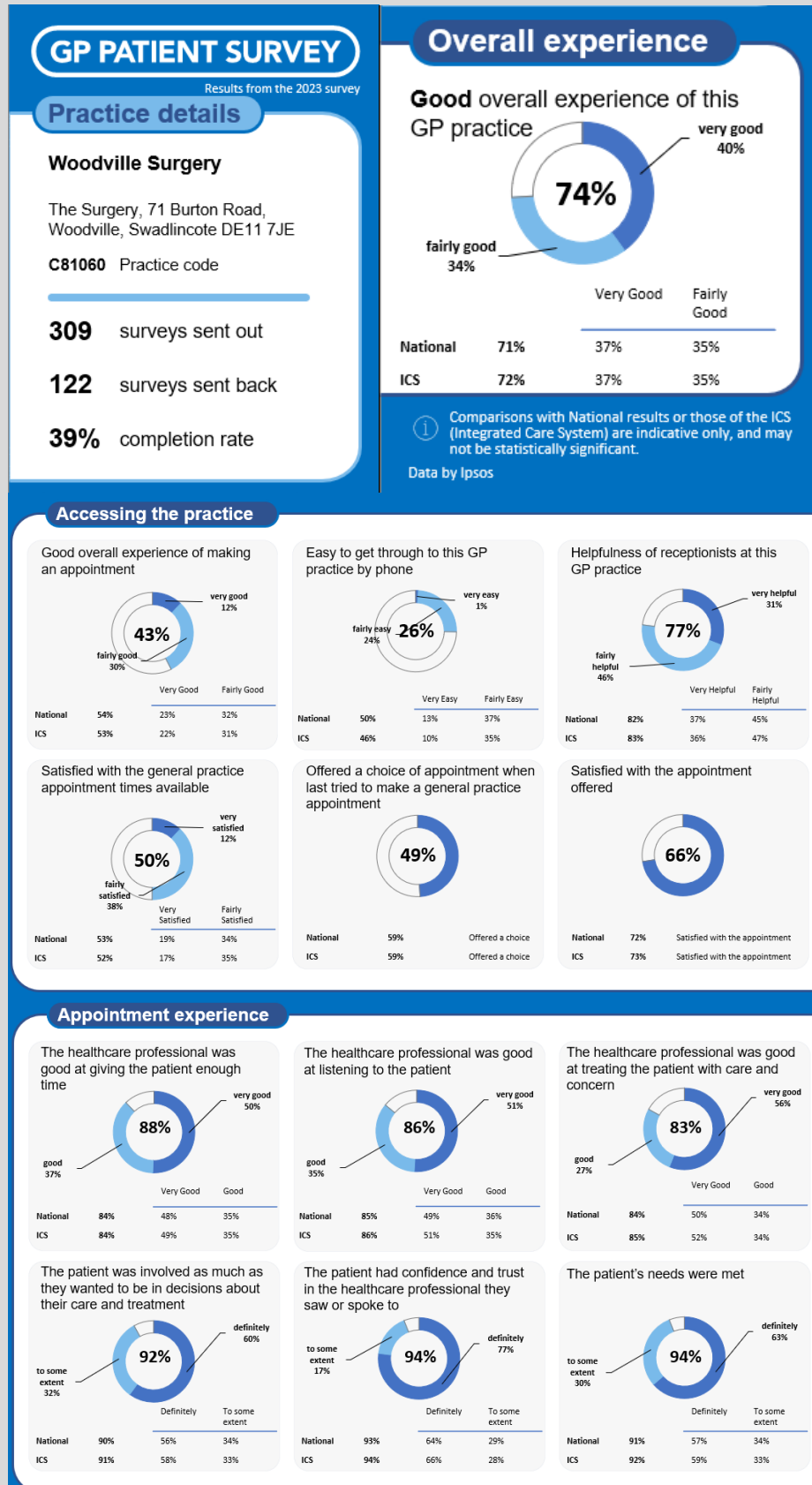
Previous Minutes

None – this was the first meeting since 14th January 2020.

Matters Arising

- 1 Nick, Karen and Danielle welcomed everyone to the meeting, noting that it was good to see some new members and some familiar faces. It was noted that Karen is now the Practice Manager, following Alison's retirement and her replacement, Jason, leaving for another role. Danielle has replaced Karen as Operations Manager.
- 2 Nikki introduced the Woodville Surgery Walking Group, an idea she has brought from her previous practice. Typically, there are short walks of an appropriate level of difficulty for the attendees. An initial date is to be arranged, but is likely to be mid-day at a weekend. Some patients are keen to join already. PPG members can help by spreading the word and then by attending the walks. **All**
- 3 Nikki explained the idea of a Carers' Tea and Chat – basically a session to allow people in the community to get together for a gossip, helping to combat loneliness and isolation. Dates are being arranged. PPG members can help by providing cakes etc., and by attending the sessions. **All**
- 4 Karen explained that we have two new salaried (ie not partners) GPs in the practice. The first is an experienced doctor who joined on 1st June and will provide an additional 150 appointments per week. The second is a newly qualified doctor who starts on 16th August, alongside his GP Fellowship,

providing an additional 90 appointments per week. In addition, there is a full-time health and wellbeing coach. The practice now has almost 11,000 registered patients. Karen shared results of the recent patient survey – which shows that Woodville is in second place in the local group of five surgeries, with only 1% between us and first place.



5 Karen explained the recent improvements to capacity and access. These are part of NHS England's five-year plan. The principle is to ensure that patients are seen by the most appropriate clinician in an appropriate time frame. The starting point is an improved questioning process during the appointment making experience – initial feedback is that far fewer patients are resisting answering the questions and that the staff are feeling much more confident in asking them. More flexibility is available around referrals – for example there are now three mental health practitioners available. It was noted that the practice has received a few “moans and groans” recently, but there have been no formal complaints.

6 Karen talked about the Primary Care Network (PCN) which covers the five Swadlincote practices. The surgeries have to be in the PCN in order to qualify for some of their funding. The PCN is more “powerful” than five surgeries acting individually – with 60,000 patients across the PCN, there is definitely a voice which, for example, the local hospitals will listen to. The PCN provides social prescribers, mental health services, and health and wellbeing services – a broader range of services than any one surgery could deliver alone. It was noted that the PCN helps to facilitate patients receiving the same level of service, regardless of which surgery they are registered with. An example of success is that the PCN has managed to arrange afternoon collections of blood samples from the surgeries – so blood tests no longer have to be in morning appointments. Karen will invite some of the PCN clinicians to future meetings.

7 One of our members asked why out-of-hours appointments are no longer available. Karen confirmed that nothing has changed – a service is still provided at Heartwood Surgery and has recently been enhanced to provide services such as smear and blood tests. There is limited availability of the appointments across the five surgeries. However, there might be a training issue with receptionists either not knowing about the service, or not explaining that a particular day was fully booked – this will be addressed.

Karen

8 Following discussion, it was agreed that 6pm is a better time than 6:30pm and that we will still aim for no more than 1½ hours for each meeting. We also agreed that we would meet every two months rather than monthly – some PPGs meet only quarterly, but we felt that was too far apart to keep any context between meetings.

Any Other Business

9 It was felt that the wording on the web site about repeat prescriptions being ready in 48 hours was misleading. Perhaps better to explain the surgery will do its part within 48 hours, but pharmacies may take longer to do their part.

Karen

- 10** It was noted that patients could be frustrated by reaching the top position in the telephone queue and then just being left listening to that message continuously because the surgery had closed for the evening. This happened some time ago and it is believed that the issue has now been remedied.
- 11** It was suggested that the receptionists should consistently give their names when answering the telephone. It gives a better impression and also helps to work out who to ask for, or refer to, if a second call is necessary. **Karen**
- 12** It was noted that the wording for the PPG on the screen in reception suggests that people should join the PPG if they want to know more about the practice. It is more than that – we are asking people to have their say and help to make a difference. Perhaps the words can be updated. **Karen**
- 13** It was felt that better use should be made of the surgery's Facebook page to give important information about the practice and to publicise things such as the walking group and the carers' tea and chat. Nick will work with Karen to regain access to the Facebook account and then to try and comply with the NHS guidelines – accessible, responsive and reactive, useful. **Nick / Karen**
- 14** Selen has been appointed as the surgery's digital champion after training – meaning she can provide assistance to patients with using the app, etc.
- 15** Various members present at the meeting praised the current reception staff for their helpfulness and general attitude, it was felt that things are much better than they have been historically.

Date of Next Meeting

Tuesday 17th October at 6:00pm