

Woodville Patient Participation Group (PPG)

Minutes of meeting held on 14th November 2023 at 6:00pm

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

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

Previous Minutes

- 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.
14th November – There have been six expressions of interest but, for safety reasons, the first session will not be organised until around the end of February. There is no specific target group – dog owners, carers, learning disabilities – all will be welcome. If there is sufficient interest, multiple groups may emerge. PPG members could help to facilitate the sessions.
- 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.
14th November – These events have not yet started, due to an outbreak of Covid amongst the surgery staff. They will commence in due course.
- 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.
14th November – The surgery has been monitoring this, and it is clear that appointments are available, but patients do not wish to travel to the location (it was noted that Gresleydale surgery is seeing the same, whereas Heartwood and Swadlincote are located much closer and do not see the issue). There is potentially a mismatch between the skills available out of hours, versus those that patients require (being able to see under fives for example). It was confirmed that what we have in an urgent care centre and not a walk in centre.

- 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.
14th November – The wording on the web site has been clarified. Dean and Smedley have advised that, whilst it can sometimes take five days to dispense a prescription, people can always opt to wait or call back a little later – and their prescription will be prepared for them.
- 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.
14th November – Receptionists are now giving their names when they answer the telephone. Those working on the front desk now have name badges too.
- 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.
14th November – An update to the reception screens and the website is being delivered early next year. No updates will be made before that.
- 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.
14th November – Karen and Nick have not had an opportunity to address this. So the action is carried forward. It was noted that we either need to have a good Facebook presence, or none at all.

**Nick /
Karen**

Matters Arising

- 16** It was noted that Kris is leaving, but that Raj (who some may know from Newhall Surgery) is joining on 4th December. He will be undertaking face-to-face appointments and is able to consult on many things including rheumatology, diabetes, medication reviews and blood pressure.
- 17** It was noted that Heather Wheeler had written to Karen offering some support but, after Karen responded, there was no further contact. It was agreed that the PPG would contact Mrs Wheeler, inviting her to attend a future PPG meeting to discuss the potential for a walk-in centre in the locality, and the application of Section 106 monies to surgery adjustments to create more clinical space.
- 18** Karen explained that the Care Quality Commission (CQC) is about to undertake a remote, targeted inspection. They will be able to access data about patient appointments. They will be looking for evidence of a cloud-based telephony system, that social media is used to support access to care, and that the PPG is involved with the surgery.
- 19** It was noted that there is a change to how winter pressures will be handled this year. All funding is provided by the Integrated

Nick

Care Board (ICB). Last year there were Derbyshire Health United (DHU) technicians using the surgery as a base, and that will not be the case this year. Funding does not come directly to the surgery, services will be commissioned by the Primary Care Network (PCN). One potential service will be an Advanced Nurse Practitioner (ANP) working from Heartwood during core hours (and possibly not able to see under fives).

Any Other Business

20 Karen explained that the PCN is looking to establish its own PPG. It was unclear how that will work as the PCN doesn't have patients of its own. The meeting felt that this felt like a potential repetition of the previous occasion when the PCN tried to impose a standard structure and way of working on all the local PPGs. It was unanimously agreed that Woodville PPG exists to serve the patients of Woodville Surgery and will not be railroaded into a standard model.

21 The surgery is looking to create more office space upstairs, which will free up some ground-floor space to provide more clinical facilities. Funding this felt like a good use of Section 106 monies. See the action for minute 17 above.

22 A member pointed out that the user experience in SystmOne isn't good when ordering repeat medication. It seems that when the option to add comments to an order is chosen, the system deletes the order. If we can recreate the issue, it will be reported to TPP (the suppliers of SystmOne).

**Karen /
Nick**

23 It was noted that one of the local surgeries is looking to expand into a new surgery in Drakelow. Karen confirmed that the Woodville team is focused on looking after its existing patients.

24 A member pointed out that incoming calls still get cut-off occasionally. It was confirmed that there are now very few abandoned calls, with 4 or 5 people handling calls in the morning and at least one over lunch and after 17:30. The system allows the call statistics to be closely monitored.

25 The availability of the Shingles vaccine was discussed, and it was noted that reception has an eligibility calculator.

26 A member queried whether the reason for making an appointment given when booking online is passed onto the clinician. It was confirmed that it is, but noted that the clinician might prefer to hear the patient explain.

27 There has been a recent patient survey which, it transpired, was collecting specific feedback relating to a GP's annual appraisal. It was confirmed that no box is available in the waiting room to receive these – they have to be handed in to reception.

- 28** It was noted that a falls recovery service is being advertised on the Gresleydale surgery website. This service is available across South Derbyshire and involves a call to 999 or 111 when someone has a fall – and cannot get up, but has no injuries. The call will lead to a local recovery team being dispatched to help.
- 29** A member pointed out that they had been unable to book a same day nurse appointment, with advice being given to go to the out of hours service instead. This has been investigated by the surgery.
- 30** A member drew attention to a really good experience where the surgery was able to look at photos sent from a phone at 3pm on a Friday, leading to a call back from a doctor and a very good resolution to an issue.
- 31** A member flagged up that the “you’ll have to call back at 8am tomorrow” message was still being given out, even though the new processes should avoid this. Karen will take a look.

Date of Next Meeting

Tuesday 16th January 2024 at 6:00pm