

## Woodville Patient Participation Group (PPG)

### Minutes of meeting held on 2<sup>nd</sup> April 2024 at 6:00pm

**Present** : Karen Gothard – Practice Manager  
Harry Jolley  
Nick Locke – PPG Chair ([WoodvillePPG@21JubileePark.com](mailto:WoodvillePPG@21JubileePark.com))  
Micky Locke  
Danielle Marratt – Operations Manager  
Alan Wright  
Ann Wright

**Absent / Apologies** : Lyn Hackett  
Sabyta Mackay  
Dave Sharpe  
Jenny Slawson  
Peter Slawson  
Philip Wright

### Previous Minutes

**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. **All**

14<sup>th</sup> 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.

16<sup>th</sup> January – Karen and Alison have now discussed this. A new business mobile phone has been procured, along with a new email address. This will allow for alerts and news to be published on Facebook and if it can be done without extra effort, Instagram.

27<sup>th</sup> February – This is ongoing and nearing completion.

2<sup>nd</sup> April – The new Facebook page is now up and running. If you are able, please take a look and report back.

**22** A member pointed out that the user experience in SystemOne 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 SystemOne).

16<sup>th</sup> January – Nick and Karen have both been unable to recreate the issue. The member will take screen shots if it happens again. Karen also offered the opportunity to work through the screens together in the surgery.

27<sup>th</sup> February – Carried forward as the member was unable to attend this meeting.

2<sup>nd</sup> April – Closing as we have not been able to recreate the issue.

**40** It was noted that the out-of-hours contract for the services provided at the Heartwood building expires at the end of March. The local GPs have been asked whether they wish to bid for taking over the service – to open extended hours and see any Swadlincote area patient. Woodville already opens during evenings and weekends when necessary.

2<sup>nd</sup> April – The partners have submitted their expression of interest, based around seeing Woodville patients in the Woodville Surgery during extended hours. That approach is grounded in Woodville patients not being high users of the existing service.

## Matters Arising

- 45** The first walking group event will be on Sunday 7<sup>th</sup> April, starting from the Albert Village Lake at 11:00. Seven patients have confirmed their attendance so far, with four outstanding. Seven staff will be there, and PPG members are welcome too. **All**
- 46** A new Surgery website, using the latest NHS branding, will go live soon. It was a requirement for all GP Surgeries to fall into line. Once it becomes accessible, feedback would be welcomed. **All**
- 47** Four members originally asked to attend the inaugural PCN meeting, but we were asked to restrict it to two maximum. Alan and Ann will attend and report back. We understand that it is primarily an introductory meeting, but the PPG has asked for some specific points to be raised, if appropriate. **Alan / Ann**

## Any Other Business

- 48** It was noted that Covid Spring boosters are now available, starting with housebound people and those in care homes. It is not yet clear how widespread the vaccinations will be.
- 49** It was agreed that mentioning the PPG on the Facebook page would make sense, but suggesting that potential attendees should email the Surgery just so that there is some awareness of likely numbers. **Karen**
- 50** It was noted that some communication from Burton/Derby hospitals is still sent on paper, albeit that postage to the Surgery is free as the blood courier acts as postman. Nick will ask why there is inconsistency in the transmission method. **Nick**
- 51** The screen in reception still states that all comments received by the Practice are reviewed by the PPG, which is not the case. A few other minor issues with the displays were noticed while the members were waiting in reception – Nick will mail a list to Karen. **Nick / Karen**
- 52** It was noted that the concept of Well Woman and Well Man clinics no longer exist. Patients with chronic conditions will receive the same tests at their annual review. Anyone else should make a GP appointment if they have concerns.

## Date of Next Meeting

Tuesday 14<sup>th</sup> May 2024 at 6:00pm