

## Woodville Patient Participation Group (PPG)

### Minutes of meeting held on 14<sup>th</sup> May 2024 at 6:00pm

**Present** : Karen Gothard – Practice Manager  
Lyn Hackett  
Harry Jolley  
Nick Locke – PPG Chair ([WoodvillePPG@21JubileePark.com](mailto:WoodvillePPG@21JubileePark.com))  
Jenny Slawson  
Alan Wright  
Ann Wright

**Absent / Apologies** : Micky Locke  
Danielle Marratt – Operations Manager  
Sabyta Mackay  
Dave Sharpe  
Peter Slawson

### 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.

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.

15<sup>th</sup> May – The page is being regularly updated but currently still has only a small number of followers.

**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.

14<sup>th</sup> May – The ICB has indicated that surgeries must work towards sharing of patients, with seeing only their own not being acceptable. The PPG's view was noted, but does not make any difference.

**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**

14<sup>th</sup> May – Two walks have been completed now (Albert Village lake and Hicks Lodge, with a third planned for 11:00 on Sunday 2<sup>nd</sup> June at Calke Abbey. Speak to William on reception for more

details.

- 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.  
14<sup>th</sup> May – Carried forward as the new site is not yet accessible, whilst staff training is taking place. **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.  
14<sup>th</sup> May – The members who attended produced comprehensive notes which have been distributed to the PPG members. They were given a tour of the building ahead of a discussion on the PCN. It was felt that now the PCN has been created, there is ongoing discussion about what it should do. One PPG member suggested that it sounded like “another layer without a clear purpose”. We will continue to monitor events with interest.
- 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.  
14<sup>th</sup> May – Carried forward. **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.  
14<sup>th</sup> May – Nick has asked, and it is being treated as a Freedom on Information request. **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.  
14<sup>th</sup> May – The contract for the reception touch screen has expired. Replacement of both that and the display screens is being progressed, with a common approach across the Swadlincote surgeries. **Karen**

## Matters Arising

- 53** The vaccination survey issued by South Derbyshire CVS was discussed.

## Any Other Business

**54** Keeping the attendees list up to date was discussed, and it was agreed that Nick would make contact with people who have not attended for a while to make sure that they still wish to be part of the PPG. **Nick**

**55** It was noted that with PSA testing, there had been some confusion with text messages being sent and then conflicting information being given by receptionists. That led to a discussion on how the templating of calls works – and we will have a demonstration at the next meeting. **Karen**

**56** It was noted that one member is on a waiting list for a call back. The use of waiting lists was discussed and is minimal.

**57** It was noted that the surgery has signed up to be a Derbyshire Safe Space. That means anyone who needs to can visit the surgery and talk to a member of staff who will try to signpost them appropriately.

**58** Deb Shepherd has joined the Practice as a Care Coordinator. Her role is to look at the “whole patient”, so including things such as safeguarding and the palliative register.

**59** Laurence Rickards is the new Digital and Transformation lead for the PCN and he will be helping surgeries with their technological needs.

## Date of Next Meeting

Tuesday 25<sup>th</sup> June 2024 at 6:00pm