

Woodville Patient Participation Group (PPG)

Minutes of meeting held on 12th November 2024 at 6:00pm

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

Absent / Apologies : Peter Slawson

Previous Minutes

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 / All**

14th May – Carried forward.

25th June – Carried forward.

13th August – It was decided that we were being over cautious around the potential number of attendees, so will now mention the PPG on Facebook, under the strapline “your NHS, your say”.

24th September – The Facebook post was made as expected. We will amend it now to specifically request new members. Noted that the page currently has 29 followers, so there is still a long way to go with patient engagement.

12th November – The Facebook page now has 35 followers, so still very low. It was noted that different age groups of people potentially prefer different ways of communicating. Additional thoughts were: posters in the surgery and the pharmacy, the TV screen in the waiting room, a more prominent web-site presence, the next door social app, the new patient registration form, the Swad Style magazine. It was noted that we are probably one of the larger PPGs already. There was also some discussion about whether the PPG could do more (charity fund-raising for example) and whether trying to do some things jointly with the other PPGs would make sense. The ability to have meetings held by Teams could also increase our reach.

55 The original content of this item has been superseded and, over time, the item has morphed into a discussion about the reception templating system. **Karen**

25 July – Collette very kindly gave a demonstration. It was clear that even with the templates in use, the receptionists' role is a lot more complex than just following a script. It is also clear that from an Information Technology (IT) point of view, a lot more could be done to streamline the process. An obvious example was where the template relates to a minor Urinary Tract Infection (UTI) – at the very end of the questioning a message pops up to say “patient is diabetic, pharmacy not appropriate” – so why waste time on all the other questions if UTI plus diabetic patient immediately rules out the pharmacy option. Nick would be happy to discuss with Laurence Rickards.

13th August – It was noted that the previous demonstration only covered a very small area of the templating. We would welcome a further demonstration.

24th September – Due to timing and availability, this is deferred to the next meeting.

12th November – Deferred again due to availability and timing.

60 [Previous notes removed for brevity]
It was confirmed that the Ragsdale House facility opened for patients on 1st November.
Communication could perhaps have been handled better.

66 [Previous notes removed for brevity]
It was agreed that nothing further needed to be discussed regarding SHI, SUSHI or SPHeRe.

72 At the next meeting, we will discuss whether we want to change the time of some/all of our future meetings to be during the day. **All**

23rd September – It was noted that daytime meetings would be better for demonstrations and guests. We will discuss further at the next meeting.

12th November – Further discussion on this, but no decision made as yet.

73 It was noted that Dean and Smedley will be doing Covid vaccinations from 3rd October. **All**

74 Flu jabs will be available at the Surgery from 3rd October. Karen pointed out that it makes sense for registered patients to obtain their vaccination from the Surgery, rather than elsewhere, as they have already been paid for. **All**

Matters Arising

76 Due to availability issues, the date of this meeting had to be changed. Unfortunately, the email advising the change did not get to everyone. We have addressed that by agreeing to send this kind of urgent communication by text message in addition. It was noted that reception staff were unaware of the meeting dates. They also agreed to ask Karen to call one of the PPG members the next day – but the message didn't reach Karen. **Karen**

77 A member trying to book an appointment, after being called and told to arrange one, was told that she would have to call back the next day as no appointments were available. It later transpired that the appointment could have been by telephone rather than in person anyway. Karen explained that the staff requesting people to make appointments are not clinicians and may occasionally treat a recall as being more significant than needed.

Any Other Business

- 78** The impact of Employer National Insurance rising was discussed.
- 79** It was noted that the number of patient contacts per day has to be reduced from 35 to 25, but it was clarified that there is now a separate home visiting team.
- 80** A situation occurred, where a young child with a badly cut finger presented at reception. The reception staff said that nothing could be done – and directed the patient and carer to the Derby walk-in centre. Karen confirmed that the surgery cannot suture but can patch. **Karen**
- 81** Some concern was expressed about the length of wait needed for a telephone call to get results. Karen confirmed that urgent appointments are dealt with quickly, but it was acknowledged that a wait will always cause stress.
- 82** The potential for charity fund-raising for causes with a health connection was discussed. It would be great if everyone could have a think and come back to the next meeting with ideas. **All**

Date of Next Meeting

Tuesday 7th January 2025 at 6:00pm