

Woodville Patient Participation Group (PPG)

Minutes of meeting held on 1st May 2025 at 3:00pm

Present : Karen Gothard – Practice Manager
Lyn Hackett
Roy Hackett
Harry Jolley
Nick Locke – PPG Chair (WoodvillePPG@21JubileePark.com)
Danielle Marratt – Operations Manager

Absent / Apologies : Micky Locke
Sabyta Mackay
Jenny Slawson
Peter Slawson
Alan Wright
Ann Wright

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. **All**

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.

7th January – Facebook followers increasing slowly – now around 50. Agreement that Swad Style would be a good communication channel to raise awareness.

1st May – Carried forward. We need to decide whether we want to increase the size of the PPG membership, or not.

- 55** The original content of this item has been superseded and, over time, the item has morphed into a discussion about the reception templating system.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

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.

7th January – We will try to arrange this for our next meeting, as that will be at an earlier time.

1st May – We could have had the demonstration today, but decided to defer to the next meeting, due to the small number of attendees.

- 87** One member noted that she “moved backwards” in the telephone queue when calling the surgery – from position 18 to 20. It was suggested that this could be a call (or two) to the priority line (perhaps from a District Nurse) effectively jumping in at the front of the queue. Danielle will check with the telephony system supplier.

1st May – It was confirmed that calls can move backwards in the queue if higher priority calls come in (district nurses, or palliative care calls for example). It was also noted that during a recent upgrade the maximum number of calls allowed to be queued increased from ten to twenty for a short period (too many as holding times can become excessive). A member asked whether potentially long-running calls could be handed off to another member of staff – that is not really practical, and it was confirmed that four people take calls during busy periods.

- 91** A member pointed out that confirmation text messages for appointments at Ragsdale House can incorrectly state that the appointment is at Woodville Surgery. It was explained that the receptionist has to manually adjust the message that is sent. It was noted that a new computer system is being implemented on 15th January which should make the interaction between the surgeries and Ragsdale House better.

1st May – It was confirmed that the new system is now in place and confirmation text messages are working properly.

Matters Arising

- 92** The friends and family comments for the previous month were discussed briefly. The vast majority of respondents said that they were “extremely likely” to recommend the surgery. That was very encouraging, especially as human nature is only to respond to surveys when the feedback is negative. We will maintain an ongoing trend analysis and report on it at each PPG meeting.

Nick

- 93** The minutes from the PCN PPG meeting on 2nd April were discussed (and they will be distributed with these minutes).
- 94** It was noted that there are some staff changes at the PCN. The Digital and Transformation Lead is moving to a new role. A new PCN Manager is starting. Two new HCAs are being recruited.
- 95** There has been some concern about confidentiality for patients at reception (initially noticed when a member attended an appointment at Ragsdale House). Encouraging patients to use the automated check-in would help. Using a similar approach (first letter or surname, birth day and birth month) could work for identification at reception for appointment check-ins, but not for

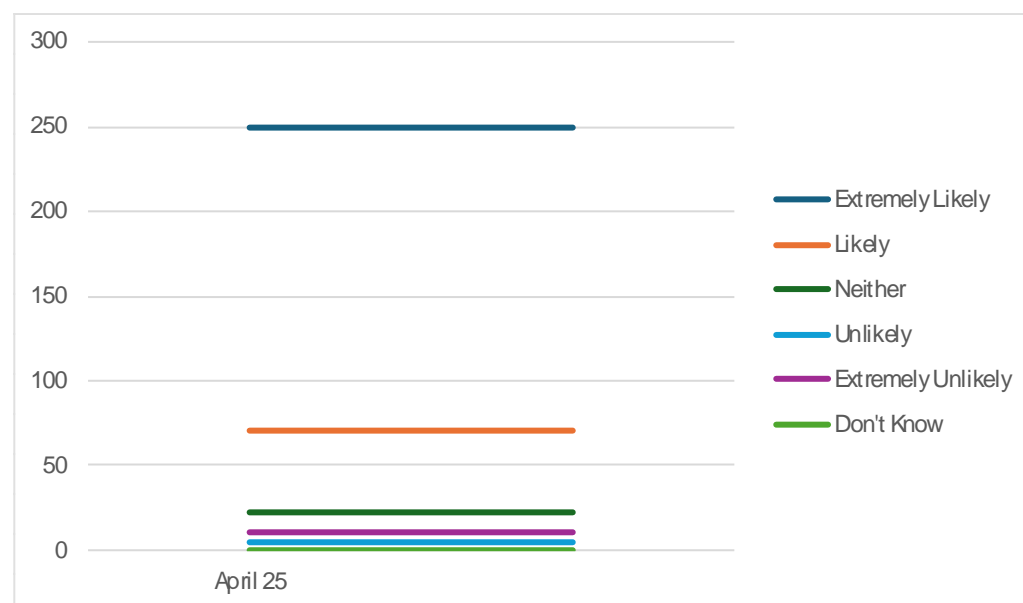
anything else. That is because check-in works against a known list of appointments, whereas general enquiries could come from any patient (making a mismatch on, for example, “L”, “7” and “12” a lot more likely). One member suggested that having the details written down and simply showing them to the receptionist could work.

Any Other Business

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| 96 | It was confirmed that appointments with a specific GP can be booked two weeks in advance. | |
| 97 | A member received a letter from Burton Hospital which stated that it had been copied to the Surgery. However, it seems that the Surgery did not receive the letter. | Karen |
| 98 | The Surgery has signed up to the Derbyshire Carers' Association, led by the Carers' Champion. There is going to be a coffee morning, at which PPG help would be welcomed. It was suggested that we should also provide a demonstration of the NHS Application, to try and spread its use. | All |
| 99 | The Surgery has been made aware of a six-week training course focussed on coping with cancer, run at the Nuffield Hospital. The Surgery has offered to host another run of the training course on-site at Woodville Surgery. PPG members will be welcome to attend. | All |
| 100 | It was noted that a member had to wait for 2½ hours in the waiting room for a prescription to be signed. The need for a GP to review and sign was discussed, along with the fact that they would ordinarily review all prescriptions at once, potentially at the end of the day. The specific case will be reviewed. | Karen |

Friends and Family Survey

This section of the minutes will track the Friends and Family results over time, with any particularly good or bad comments being highlighted. For these minutes, we have the first set of numbers only.



PPG Guidelines

As mentioned in minute 86, the members have decided to produce a set of guidelines for the PPG's operation. These points emerged from the meeting, but will inevitably be refined over time.

- The PPG exists to improve the patient experience at Woodville Surgery.
- We need to monitor trends so that we can detect improvements and/or deteriorations and react accordingly.
- We will start to review the Friends and Family comments received by the surgery – both to look at specifics and to monitor the overall number and the mix of positive and negative comments. 1st May – now included in the minutes as a separate section.
- We could review the GP survey – but that has a limited audience and a low response rate. We could also consider a separate in-house survey.

Date of Next Meeting

Thursday 3rd July at 3:00pm