

## **Woodville Patient Participation Group (PPG)**

### **Minutes of meeting held on 3<sup>rd</sup> July 2025 at 3:00pm**

**Present** : Karen Gothard – Practice Manager  
Lyn Hackett  
Roy Hackett  
Harry Jolley  
Micky Locke  
Nick Locke – PPG Chair ([WoodvillePPG@21JubileePark.com](mailto:WoodvillePPG@21JubileePark.com))  
Danielle Marratt – Operations Manager  
Jenny Slawson  
Peter Slawson

**Absent / Apologies** : Sabyta Mackay  
Alan Wright  
Ann Wright

### **Templating Presentation**

India gave a thorough, engaging and interactive overview of the templating system and how appointments are booked with the various remote services. The PPG members now have a much clearer understanding of the process and of how complex the signposting is. It was noted that the public generally seems to be becoming more accepting of the need for signposting, and less aggressive when being asked to give details to reception staff.

It was noted that a new system “Rapid Health”, designed to help with the process is being implemented soon. There is also an initiative in place to align things like annual medication reviews and regular blood tests, to try and avoid patient confusion.

It was explained that GPs can now book follow-up appointments up to four weeks ahead, to avoid previous issues where patients were told to book a four-week follow up, only to find that those appointments were not yet available, as they are only released two weeks ahead of time.

It was noted that Woodville, like the other surgeries, now has two care coordinators (Deb and Jane). They look at things like care packages, support for family members and palliative care. There are “more relaxed” clinics for people with learning disabilities on some Saturdays, masterminded by Nikki. There is also now a home visiting service.

The surgery now has around 10,900 patients, increasing regularly. The theoretical capacity limit of the building is 12,000 patients.

The members were very impressed by India's knowledge and by how good her presentation was – and would appreciate their thanks being passed on to India.

## 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 /  
Danielle**

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.

3<sup>rd</sup> July – Agreed that some additional, younger members would be a good thing. That is challenging because younger people tend not to attend the practice often. Consideration will be given to asking surgery staff to mention the PPG to any younger people that they do happen to have contact with.

- 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.

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.

3<sup>rd</sup> July – See the previous item in the minutes.

- 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.

3<sup>rd</sup> July – Closing this item, as there is now a separate section later in the minutes.

- 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.

3<sup>rd</sup> July – It was confirmed that there had been a processing issue at the surgery meaning that a batch of notes was not visible to patients. It was noted that the same member appeared to be missing any reports following treatment at Derby Hospital [following the meeting, it was noticed that this was because the hospital did not send its report until 20 days after the treatment took place]

- 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

**All**

suggested that we should also provide a demonstration of the NHS Application, to try and spread its use.

3<sup>rd</sup> July – Ongoing. Noted that following the earlier presentation, we are now also in a good place to explain the principles behind the signposting process if needed.

- 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**

3<sup>rd</sup> July – Ongoing – a cohort of patients suitable for running the training in Woodville has yet to be identified. Experience has shown that the sessions are great when they get started, but gaining initial engagement is difficult.

- 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. **Danielle**

3<sup>rd</sup> July – It was confirmed that the issue here was an inexperienced receptionist who did not escalate the problem appropriately. The surgery will consider putting up signage to suggest that if a patient has been waiting for more than 45 minutes, they should enquire at reception.

## Matters Arising

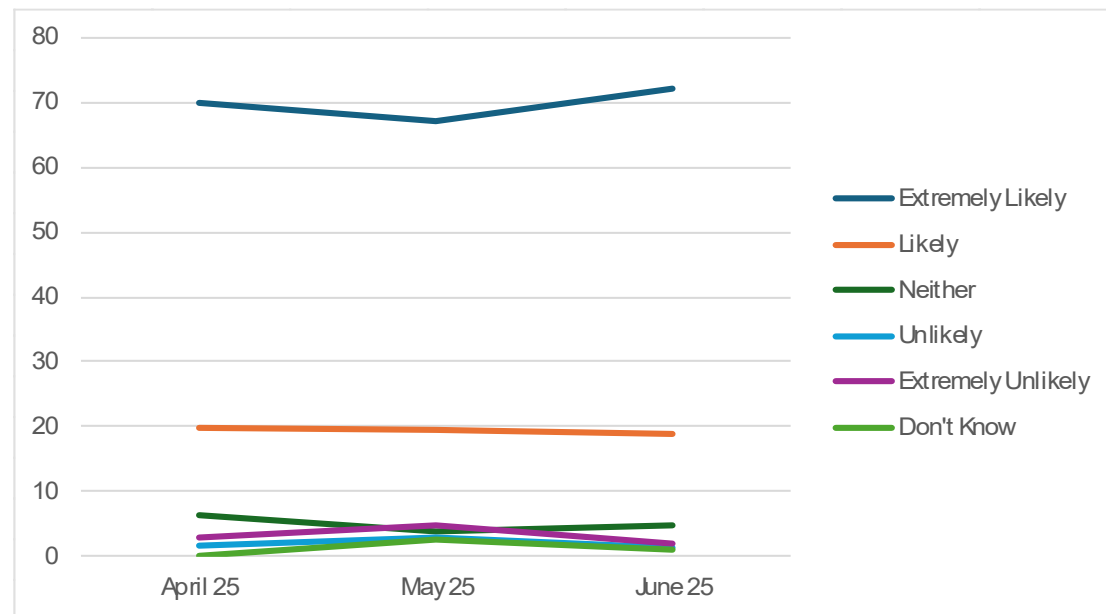
- 101** Postponement of the PCN PPG meeting for three months was discussed. The recent staffing changes were also noted.
- 102** It was noted that the Flu vaccination campaign, across all the surgeries, will be run by the PCN this year.

## Any Other Business

- 103** A member commented that there are sometimes issues with parking at the surgery not being available, even though very few people seem to be inside. It was noted that an issue with a local company's employees parking there had been addressed recently. It was also mentioned that some reception staff had been suggesting that people park at the surgery and walk across the road when attending Ragsdale House – staff will be advised not to make that recommendation. **Danielle**

## 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 discussed at the PPG meeting. Note that the responses are tracked as a percentage of the total number of responses received to allow comparison between months, as differing numbers of responses are received each month.



## PPG Guidelines

These guidelines are expected to evolve 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 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 9<sup>th</sup> October at 3:00pm