

Woodville Patient Participation Group (PPG)

Minutes of meeting held on 9th October 2025 at 3:00pm

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

Absent / Apologies : Sabyta Mackay
Danielle Marratt – Operations Manager
Jenny Slawson
Peter Slawson
Alan Wright
Ann Wright

Care Coordination Discussion

Deb Shepherd led a very interesting discussion about her role at the surgery. It is a PCN-funded role, she has been at the Surgery for a year and has 14 years of experience working in general practice. Deb is not clinical but has access to other staff as needed. Her role is wide ranging, centred around providing continuity of care (and as single point of contact) in many areas:

- End of life care,
- Palliative care (now known as supportive care),
- Children's safeguarding,
- Learning disabilities,
- Cancer care (including those in remission).

It is difficult to get feedback on the success of the role. For example, it is not appropriate to ask "how well did we do" immediately after someone has just lost a loved one.

The need for children's safeguarding is increasing – there has recently been a 33% increase in referrals.

Newly diagnosed cancer patients will be contacted by Deb, so they can understand the various types of support available from the surgery and within the wider community.

Deb has access to patients' shared care record which helps when trying to create a joined-up approach for helping each patient. She has other services available in her armoury, such as the befriending service and social prescribers.

It was noted that a lot of support comes from the Swadlincote Community Volunteering Service (CVS) and that they are always happy to hear from new volunteers. At the moment, there is a shortage of drivers who volunteer to take patients to hospital appointments.

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.

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.

3rd 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.

9th October – The receptionists are doing a great job publicising the PPG to younger patients and those patients who raise issues. We can only carry on doing more of the same.

- 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

3rd 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.

9th October – Deb introduced the Derbyshire all age Carer Support Service (more detail attached). The practice is striving to attain the carer-friendly accreditation. As part of that, PPG members would be very welcome to take the training course and, as discussed previously, would be very welcome to take part in the event in February. We will discuss at the next meeting.

- 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.

3rd 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.

9th October – Ongoing – some patients have been identified, but not enough to allow the training to be run. The hospital is helping by identifying appropriate patients as they are discharged,

- 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.

3rd 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.

9th October – Confirmed that appropriate signage is now displayed.

- 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.

9th October – The parking situation has now improved and people are no longer being advised to park and walk across the road to Ragsdale House.

Matters Arising

- 104** It was noted that there has not been a PCN PPG Meeting recently. The last meeting was on 2nd April. A meeting was scheduled for 2nd July but, because of a low turnout, it was decided to reschedule for September. Nothing has been arranged yet.

- 105** Centralisation of flu vaccinations at Ragsdale House was discussed. The vaccination process itself seems to be working well, but we have fed some issues around quality of messaging back to the PCN.

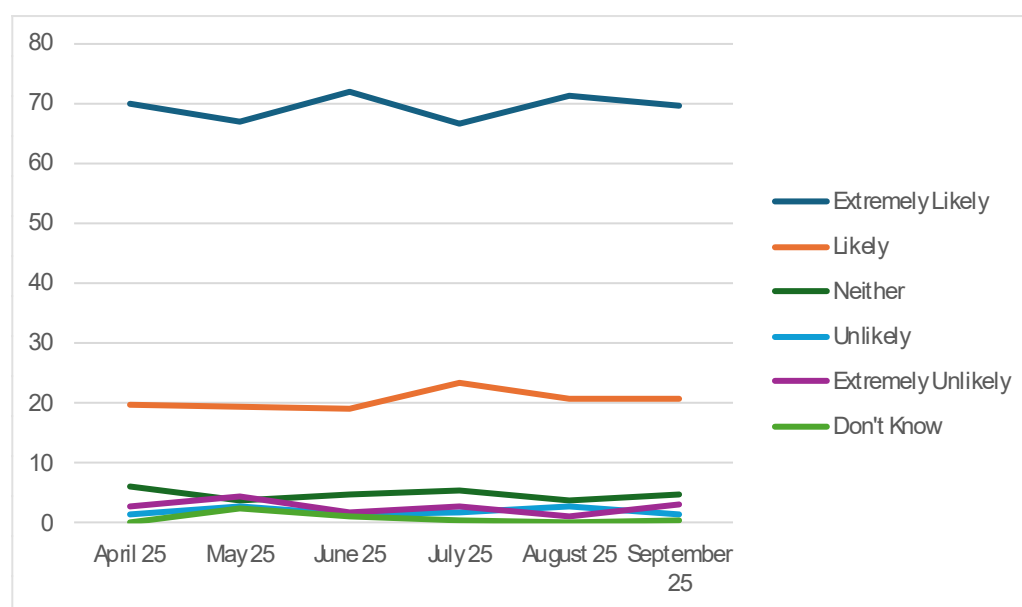
Any Other Business

- 106** Two PPG members (and presumably other patients) were not offered flu jabs at Ragsdale House. Instead, they were offered options such as Tesco in Ashby. Nick will raise this anomaly with the PCN. **Nick**
- 107** One PPG member noted that a family member had been given a Saturday appointment with a GP at Ragsdale House. At the appointment, the patient was told that a referral to hospital for a test was needed. They were then told to visit their own surgery and ask for the referral to be made. It is unclear why the GP couldn't have simply made the referral. Nick will seek clarity from the PCN. **Nick**

108 The surgery is now using SystmConnect for its online consultation tool, open 24 hours 7 days a week and monitored during core hours (8:00am-18:30pm) for non-urgent appointment requests. The practice will keep patients informed about next steps when an appointment request is submitted. This does not mean the patient will be offered an appointment on the same day.

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

Tuesday 9th December at 6:00pm. Note that the time has been changed to the early evening to, hopefully, allow more people to attend.