

Woodville Patient Participation Group (PPG)

Minutes of meeting held on 21st July 2026 at 6:00pm

- Present** : Nicola Clist – Assistant Practice Manager
Lyn Hackett
Nick Locke – PPG Chair (WoodvillePPG@21JubileePark.com)
Danielle Marratt – Practice Manager
Jenny Slawson
Peter Slawson
Alan Wright
Ann Wright
- Absent / Apologies** : Roy Hackett
Harry Jolley
Micky Locke
Sabyta Mackay

Previous Minutes

- 115** It was noted that two of the social prescribers attended a “connections” meeting recently, in order to understand the options for referring patients. It was good to see their interest, and a poster will be obtained to display in the surgery.

28th April – Micky has the poster and needs to deliver it to the surgery.

21st July – The poster has been handed to the surgery, and Micky is trying to get an electronic copy.

- 117** Some issues were raised around use of the NHS App for secondary care and COVID vaccines. Nick has discussed providing tuition on using the NHS App. It is not currently the responsibility of the surgery, but consideration could be given to having a **digital champion** in the future. The system has a fail-safe, where if the app is not checked within 2 hours, a message is sent.

All

21st July – It was agreed that the PPG would support an initiative to help patients access the NHS App, by providing a knowledgeable presence in the surgery. Everyone to consider how best we can arrange this.

- 118** There are no plans to stop the 8:00am phone or in person appointments. Concern was raised about inconsistency when doctors ask patients to ring in for appointments. Reception can send booking links, but this is not always done consistently.

Nick

21st July – It was noted that now there is no longer a patient booklet, some things such as how to book an appointment are not necessarily well understood. It was explained that the triage form is only available on-line during the surgery’s opening hours. It was pointed out that some messaging from staff is

inconsistent. Nick agreed to start the creation of a process diagram, initially showing all the different ways that a patient might engage with the surgery.

- 119** Danielle raised concerns about New Street Pharmacy not uploading COVID vaccine data promptly. This posed a potential patient safety risk and needs resolving urgently.

21st July – This has been resolved.

- 123** There is a desire to implement Rapid Health to ensure equal access both online and in person. Other surgeries were initially negative but are now supportive. There is a need to advertise and promote System Connect. Reasonable adjustments will be made for patients unable to use digital services. PPG involvement would be welcomed if funding for Rapid Health is secured.

21st July – This is on hold as no funding is available. It will be revisited once the ICB merger (Derby, Notts, Lincoln) has been completed.

- 126** The carers' coffee morning is planned with a date to be confirmed.

21st July – Carried forward.

- 127** It would be appreciated if Deb Shepard could attend the next meeting to explain her role.

Nicola

21st July – We will retime the next meeting to allow Deb to attend.

Matters Arising

- 130** The centrally organised GP survey was completed with 342 surveys sent out and 86 responses received (a 25% response rate). Scores were lower than the other local practices, although clinical scores were up from 2025. Scores on access were lower than 2025. Our Friends and Family score of ~90% satisfaction does not correlate with the survey. We will undertake a local survey, with help from the PPG. Trying to persuade low-scoring patients to explain their score and indicate what could be done to make it better will be key. We will finalise the format of the survey and then decide when to do it.

All

- 131** On a positive note, one of the PPG members experienced a very positive and non-rushed consultation at Ragsdale. However, it was noticed that none of the updates to the patient's record are visible to the patient. It was confirmed that the surgery can see such updates, but the system limits access to patients. Maybe this can be improved.

Nicola

- 132** The next PCN PPG meeting is on Wednesday 29th July – Nick and Lyn will attend.

**Lyn /
Nick**

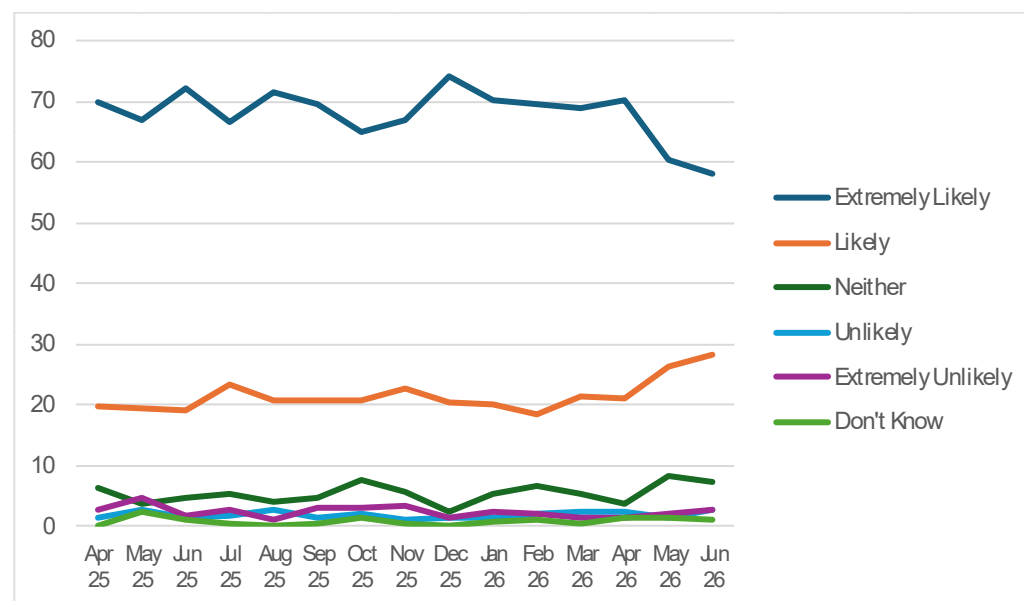
Any Other Business

- 133** A member pointed out that following consultation with a Chiropractor and a recommendation for treatment, one of the surgery's doctors simply said "you don't need that". That approach, after five minutes, felt rather dismissive after the member had spent several hours with an experienced specialist. The case notes will be reviewed. **Nicola**
- 134** A member noted that a recent appointment had not been visible to them on the system. It was explained that some slot types are hidden from patient view – those where a doctor has scheduled time to do background work, such as a referral, which does not need the patient to be involved. The idea is to avoid confusion. It was suspect that the member's appointment had incorrectly used a hidden slot type. This will be reviewed. **Nicola**
- 135** It was noted that a referral to Burton Hospital resulted in a text message with a link to book an appointment (which did not work), using a system called Swift Queue. It was felt that people making referrals need to explain the next steps better to their patients – but that could be tricky as they may not know. If people have not opted in to receive text messages, then they should receive a postal communication instead. However, it was not clear what would happen if someone can receive text messages, but does not have a smart phone enabling them to click a link. Ultimately, this will reflect in our documentation of processes. **Nick / Nicola**
- 136** The non-working check-in screen is being replaced imminently. However, there is likely to be an installation and commissioning process taking several weeks.
- 137** It was confirmed that booking repeat tests when needed is the responsibility of the patient. The requirement for repeat tests is at the top of the results. However, it was noted that some patients are told that if they don't hear anything, then they should assume that the result is acceptable. That may well mean that the patient will not look at the results and therefore not see the need for a repeat. There needs to be consistency in telling patients to get their results – either on line or by telephone. **Nicola**
- 138** The surgery now has a new Facebook page which is being managed by Redmoor Health (a specialist provider of digital and transformation support). Engagement appears to be improving, with comments allowed but moderated by Redmoor Health and fed back to the surgery when appropriate. Please take the time to have a look at the page. **All**
- 139** The Swad Style magazine now has a regular health column written by Dr Betteridge-Sorby from the Swadlincote practice.

140 The recruitment of a seventh, part time, GP for the surgery is continuing.

Friends and Family Survey

This section of the minutes tracks 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.



In May and June 2026, there seems to be a slight shift from “extremely likely” to “likely”.

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 10th September 2026 at 17:00 (please note the change of both day and time).