

## **Waterfront Patients Participation Group Meeting**

**Thursday 8th August, 2024: 11.00 a.m. – 12.00 pm**

### **Attendees:**

- Louise Bunce, Practice Manager
- Clive Spicer
- Jane Spicer
- Joan Allen, Treasurer
- Chris Beddall

### **Apologies**

- Dawn Fellows
- Chris Swaithes
- Sylvia Swaithes

### **Matters Arising**

#### **Did Not Attend (DNA) Review**

Louise reported that the number of DNAs is still not improving and unfortunately remained a problem for most surgeries. The Waterfront Practice policy is that where patients have three “strikes” or DNAs then they will be only able to book an appointment on the day and not in advance. Louise confirmed that it is not appropriate to remove a patient from the practice even if they have three DNAs or more.

#### **Waterfront Website**

Louise confirmed that there have been no changes to the website.

#### **NHS Patient Survey and PPG Patient Survey 2024**

Louise distributed copies of the Results Summary Table for the NHS Patient Survey 2024 that had been published on 11<sup>th</sup> July, 2024. Overall, Louise noted that everyone within the practice is very pleased with the results which are generally higher in most areas than the previous year.

Louise took the meeting through the table in detail: highlighting both the positive results as well as the potential areas for improvement which included “See or speak to their preferred healthcare professional when they would like to” and “Offered a choice of location when they last tried to make a general practice appointment”. The latter was queried by the PPG since the Waterfront only has one location though it was mentioned that High Oak Surgery in the same building is an option for patients.

The PPG then compared the up-coming draft PPG 2024 Patient Survey questions in the light of the presentation and agreed changes as appropriate to ‘match’ the national survey to ensure any comparative results would be relevant. It was agreed that following last year’s success in generating responses that the survey would be online with an invitation to take part sent to all those with appointments. The PPG agreed to discuss whether to run a ‘paper’ questionnaire within the surgery waiting room at the next meeting depending on the returns from the electronic survey.

#### **Treasurer’s Report**

Joan (Treasurer) confirmed that the PPG remains in funds and that she had purchased some replacement posters to put in reception.

#### **Waterfront Surgery Staffing Updates**

Louise informed the meeting that there were no surgery staff updates.

## **Any Other Business**

### **NHS England Improvement of Online Communications for Patients.**

Louise updated the PPG that there is currently no change to the present situation: the practice is promoting the NHS App and variety of ways to contact them using the website. She mentioned a company which is offering a 12 week review course which the Waterfront has deferred accepting as they are currently doing well on their own encouraging and supporting patients to use the NHS App.

### **Inspection Visits**

Louise noted that there was no update on any inspection visits and that the new government is proposing changes to health inspections.

### **Staffing Issues**

There were no staffing issues to raise.

### **Friends and Family Test**

Louise said that the feedback from the Friends and Family Test is still generally very positive.

### **PPG Newsletter**

The draft PPG Newsletter was reviewed and agreed that it was ready for printing apart from one staffing member update. Clive agreed to make the amendment and then send it for printing to Imprint ready for distribution in Reception at the beginning of September and up-loading on to the practice website.

### **Podiatry Services**

At the July meeting Jane had raised the challenge of obtaining podiatry appointments with the Community Podiatry service. Louise had investigated and reported that staffing issues are negatively affecting capacity. Jane confirmed that this was still an ongoing issue.

### **Next Meeting**

The next meeting is scheduled for 11 a.m. on Thursday 19<sup>th</sup> September, 2024 at the Waterfront.