

Waterfront Patients Participation Group Meeting

Thursday 21st November, 2024: 11.00 a.m. – 12.00 pm

Attendees:

- Louise Bunce, Practice Manager
- Chris Beddall
- Chris Swaithe
- Sylvia Swaithe

Guest - Karina Lloyd - Black Country AAA Screening Programme Manager

Apologies

- Jane Spicer
 - Dawn Fellows
 - Clive Spicer
- Joan Allen, Treasurer

Matters Arising

Karina Lloyd - Black Country AAA Screening Programme Manager

Karina came and gave a very interesting talk about patient who are at risk of aneurysm. This is mainly in men over 65 and explained how they are targeting these men. It highlighted to the surgery that we could do more to support this screen process. Karen is going to send information out to Chris and Sylvia to share through food bank and other groups they attend. The same with Chris Beddall she will also share some information that was given.

I have include the link she has sent me as I don't think I will do it justice if I try to explain what she went through. Any queries around this please let me know.

[Abdominal Aortic Aneurysm Screening \(AAA\) - The Dudley Group NHS Foundation Trust](#)

Did Not Attend (DNA) Review

Louise report that the number of DNAs continued to remain low in October with 185. Apex information shared to the group was highlighting what patients were attending the surgery for. We are trying to understand what is some of the most common problems patients are been seen for and could we sign post these patients to other areas such as the pharmacy. Most common theme was coughs and respiratory infections.

Louise is still looking into 3 strikes and your out but can't get any clear answers if this can actually been done.

Waterfront Website

Louise confirmed that there have been no updates on the website.

NHS Patient Survey and PPG Patient Survey 2024

Louise and the group all agreed the conclusion and the action plan from the GP survey was excellent. Louise confirmed this had been discussed with the partners and they are very happy with the outcome of the survey. The action are meaningful and reasonable.

Once Jane and Clive are happy Louise would like to share the survey on the website and within the surgery.

The group wanted to thank Jane and Clive for their hard work with the survey and the analytical conversion of the results.

Treasurer's Report

No Update

Waterfront Surgery Staffing Updates

Louise informed the meeting that that Dr Buse has left and Dr Zahra has started on the 5th November. She works Tuesday and Wednesday and doing well so far.

Any Other Business

NHS England Improvement of Online Communications for Patients.

Louise advised the PPG that there were no updates to report.

Inspection Visits

Louise advised the PPG that there were no updates on any possible Inspection visits.

Friends and Family Test

The Friends and Family Test results remain positive. Louise shared the latest results which overall in the last 2 years are very positive.

Autumn Campaign - Flu and Covid Vaccinations

Louise confirmed that the flu vaccination campaign was still going well nearly given all ours out.

Pharmacy Services

There were no updates for this item.

Doctor Attending

Louise asked if the next meeting we could arrange for slightly later as the time we have our meeting the GP's are in clinic still. All agreed ok for the next meeting.

Next Meeting

The next meeting is scheduled for 12 p.m. on Thursday 9th January 2025