

Waterfront Patients Participation Group Meeting

Thursday 12th June, 2025: 11.00 – 12.15 pm

Attendees:

- Louise Bunce, Practice Manager
- Clive Spicer
- Chris Swaithe
- Chris Beddall
- Jane Spicer
- Sylvia Swaithe

Apologies

- Dawn Fellows
- Joan Allen, Treasurer

Matters Arising

Triage Assessment (Dr Chung – GP update)

Louise informed the meeting that in May there had been a reduction in the numbers of triage requests: she considered that the School/ Bank Holidays were a possible cause for the reduction, the numbers to date are:

- February – 880
- March – 1,055
- April – 1,220
- May – 1,134

Did Not Attend (DNA) Review

Louise reported that in April the number of DNAs had risen to 189 compared to 129 in March but there had been a reduction in May to 151. The meeting discussed possible reasons for the drop including the unusual proximity of a number of school holidays, however, there had also been a reduced number of appointments offered in the month – 81 of the DNAs were for GP/Physicians Associate appointments. It was agreed that there would be a benefit in examining the % of appointments that are DNA and also by role such as those for the GP, Nurse, Care worker. If possible, the practice needs to try and understand where the issues may be which may be patients booking too far in advance and people simply forgetting to cancel when circumstances change. Louise noted that she would analyse the last six months of data to see what conclusions can be drawn.

Waterfront Website + NHS App

Louise has updated the website – removing members of staff who have left and uploading all the PPG minutes to date this year. She confirmed that there is a continuing campaign or ‘push’ to increase the usage of the NHS App for the benefits of both patients and the NHS. She gave the example of cervical screening appointments being sent through the App and confirmed that there also a text and finally a letter to ensure that patients do not miss the screening opportunity.

NHS Patient Survey and PPG Patient Survey 2025

As agreed at the last meeting Jane had produced a summary table of results to date and identified the highlights. The PPG then had a wide-ranging discussion which included the number of returns, the potential impact of the number of appointments offered and GP availability. It was agreed to continue the online survey for another month, review the results and then consider the possibility of a survey conducted in reception. Louise will send Jane data with the number of patients and the ethnicity breakdown of patients which was requested by the PPG.

Treasurer's Report

There was nothing to report in the absence of Joan (Treasurer).

Waterfront Surgery Staffing Updates

Louise confirmed that Rebecca Price, the new Practice Nurse, is now on the last part of her training and is taking on an increasing share of the work.

Louise reported that Molly, one of the receptionists will be leaving at the end of the month. Consequently, the job roles in Reception have been re-assessed and changed. The practice intends to recruit another apprentice.

Any Other Business

NHS England Improvement of Online Communications for Patients.

There were no updates for this item.

Inspection Visits

Louise advised the meeting that the Full Inspection Control Audit scheduled for 20th June, 2025 has been postponed until 3rd July 2025. It will be undertaken by an inspector from Public Health England.

Friends and Family Test

The Friends and Family Test results continue to be very positive.

Autumn Campaign - Flu and Covid Vaccinations

There were no updates for this item.

Primary Care Network (PCN) PPG Meeting

Louise confirmed that she hoped that Jim from "just straighttalk.org" will be coming to the next Waterfront Practice PPG meeting as well as being in surgery to help patients.

PPG Awareness Week 2025

The Black Country Integrated Care Board's PPG initiative which includes a questionnaire was discussed at length as well as the role, structure and success or otherwise of PPGs. The meeting felt that the first four questions relating to patients who may be 'struggling' with Obesity, Hypertension (high blood pressure), Depression, Diabetes and Asthma should be addressed to the Practice Manager and GP Partners. Information, advice or services to help patients with these complex conditions are not areas where the PPG has sufficient knowledge or competency. Discussing and supporting initiatives put forward by the practice to improve the health of patients is, of course, a very different proposition. The Waterfront PPG agreed that it was unable to complete the survey form but would respond with a letter detailing the PPG's concerns and offering observations on the contributions that PPG can make to improve the care and support of patients. A draft would be sent to members for approval before being submitted by the Monday 14th July deadline.

Next Meeting

The next meeting is scheduled for 11.00 am on Thursday 24th July, 2025.