

Waterfront Patients Participation Group Meeting

Thursday 1st May, 2025: 11.00 – 12.15 pm

Attendees:

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

Apologies

- Dawn Fellows

Matters Arising

Triage Assessment (Dr Chung – GP update)

Louise updated the meeting on the progress of the Triage Assessment trial which appears to be going satisfactorily with a significant increase in usage of the form:

- February – 880
- March – 1055
- April – 1220

To date there has been no negative feedback from patients. The practice is meeting the 48 hours turnaround, however, the trial needs three months of data to enable an accurate assessment of its effectiveness. A new system for text messaging patients to remind them of appointments has been established: up to three texts are now sent dependent upon when the appointment is booked, with an option to rebook an appointment if necessary. Louise confirmed that most 'Did Not Attend' (DNA) are for GP appointments which has been an unfortunate but consistent feature over recent years. Chris B reported receiving a telephone call to check if she would be attending her GP appointment as part of the revised protocols. Chris S asked how Dr Chung considered the trial was going – Louise noted that at this stage he considers it to be "OK."

Did Not Attend (DNA) Review

Louise reported that DNAs are stable with February – 138 and March -129. April's figure had yet to be finally calculated.

Waterfront Website

Louise confirmed that there have been no updates on the website and the practice is trying to use Facebook more to provide information to patients.

NHS Patient Survey and PPG Patient Survey 2025

Jane reviewed the discussion and agreements on changes to the 2025 PPG Patient Survey and its implementation from the previous meeting. It was agreed that the survey would go live week commencing 5th May, 2025. Louise will send the initial responses to Jane after the first week to allow the data spreadsheet to be verified – data will then be emailed weekly to facilitate processing and checking. Jane will produce summary tables of results to date for discussion by the PPG who will then decide whether a supplementary face to face survey collection might be useful.

Treasurer's Report

Joan (Treasurer) had nothing to report – PPG remains in funds.

Waterfront Surgery Staffing Updates

Louise confirmed that Rebecca Price, the new Practice Nurse, is settling in well and is continuing to complete her training.

Barbara, the Mental Health Nurse provided by the Primary Care network (PCN), is now in her third week at the Practice. She is seeing three patients each Wednesday and Thursday in one-hour sessions and intends to extend the clinic. Chris S asked whether patients self-referred and Louise confirmed that it can be either self or GP referral.

Any Other Business

NHS England Improvement of Online Communications for Patients.

Louise has received no updates on the future impact of NHS England being disbanded.

Inspection Visits

Louise had received an email confirming that the Waterfront will receive a Full Inspection Control Audit on 20th June, 2025. The last inspection had been two years ago and Louise considers that the practice is in a better position this time.

Friends and Family Test

The Friends and Family Test results are still very positive.

Autumn Campaign - Flu and Covid Vaccinations

There were no updates on the 2025/2026 Autumn Flu Campaign. The summer COVID injections for those with health conditions and the over 75s will be available at the Wordsley Community Centre. Housebound patients will be eligible for vaccinations in June.

Pharmacy Services

Louise has met with managers about the issues experienced with pharmacy services. The meeting then discussed this issue with members sharing both good and bad experiences with a number of local pharmacies where processing of prescriptions or medical advice were concerned.

Primary Care Network (PCN) PPG Meeting

Louise confirmed that Jim from “just straighttalk.org” will be coming to the Waterfront Surgery and that she is trying to sort a suitable date out which will be relayed once agreed.

NHS App

Louise is going to see if there are opportunities for increasing NHS App usage amongst patients in the practice.

Prescription Review

Louise had relayed the positive comments made at the last PPG meeting to Jeetinder.

Next Meeting

The meeting scheduled for 11.00 am on Thursday 21st May 2025 was postponed until Thursday 12th June 2025 at 11.00 a.m.