

## **Waterfront Patients Participation Group Meeting**

**Thursday 11<sup>th</sup> September, 2025: 11.00 – 12.15 pm**

### **Attendees:**

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

### **Apologies**

- Chris Beddall
- Dawn Fellows

### **Matters Arising**

#### **Presentation from Jim of [juststraighttalk.org](http://juststraighttalk.org)**

Following Jim's presentation to the previous PPG meeting, Louise has now asked Jim to come to the Waterfront Practice and meet with the reception staff. He will be at the practice on 29<sup>th</sup> September and will have a one-to-one with reception staff and be available to meet patients in the waiting room.

Sylvia updated the meeting on Jim's visit to the Food Bank – he had been impressed with the facilities on offer. Following discussion the deacon had agreed to only charge a small donation for room hire since it was for a local initiative to benefit local people. The next step is for Jim's manager to review the facilities before a final decision is made which would allow not only Waterfront patients but residents in the area to benefit from digital support and training.

#### **Triage Assessment (Dr Chung – GP update)**

Louise went through a detailed review of data from the past year which indicated that the online form had been used 4,961 times in 2024 and 9,601 time to date in 2025. She considered that the assessment process is working to benefit patients even though there has been no impact on DNAs. Louise advised the meeting that there are only 7 appointments available for tomorrow.

The PPG discussed how patients were directed if there were no appointments available on the day. Louise explained the procedures in terms of Reception staff 'signposting' patients where appropriate to the pharmacy for minor matters or to the hospital if it is categorised as an emergency.

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

Louise reported that there had been an increase to 179 DNAs in August. Her intention is to examine DNAs this week and analyse:

- Who failed to attend
- Who booked the appointment
- What service it was for.

She hoped this might help to identify opportunities to reduce DNA numbers. Ann Marie will be tasking staff with ringing patients to confirm that they will be attending their appointments. The PPG requested that the results of both the data review and new protocol be relayed at the next meeting.

#### **Waterfront Website + NHS App**

Louise advised the meeting that from 1<sup>st</sup> October, 2025 the ICB are encouraging patients to use the NHS App. For example: smear test results will be available on the app within a week which should speed the process up rather than patients waiting for a letter or having to ring the surgery for their results.

## **NHS Patient Survey and PPG Patient Survey 2025**

The meeting discussed the PPG Summer 2025 Survey draft report data and graphs in detail and agreed that the results were very positive although there was no room for complacency. The meeting reviewed and highlighted areas that would form the conclusions and recommendations of the final report. A final complete draft will be produced for the next PPG Meeting to be 'signed off' before publication on-line and with a paper copy for the PPG noticeboard in the waiting area. The meeting thanked Clive and Jane for their time, commitment and skills in producing the report.

## **Treasurer's Report**

Joan (Treasurer) reported that there had been no expenditure to date, and she will source some posters for the reception walls. Unfortunately, interest rates have gone down.

## **Waterfront Surgery Staffing Updates**

Louise reported that Poppy, the new apprentice, had settled in very well.

Unfortunately, Dr Zahra is leaving the practice at the beginning of November. The vacant post has been advertised with a short timescale and there have been two applicants to date with applications closing on 19<sup>th</sup> September and interviews taking place on 23<sup>rd</sup> September. The practice is hoping that there will be a quick turnaround although the successful applicant would probably have to give three months' notice. Dr Sharma has agreed to fill in the interim period.

## **Any Other Business**

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

There were no updates for this item.

## **Inspection Visits**

Louise confirmed that the Care Quality Commission (CQC) is in the area undertaking GP Practice inspections. Only one practice to date has not had any areas identified that require improvement.

## **Friends and Family Test**

The Friends and Family Test results continue to be very positive with 4.46 stars.

## **Autumn Campaign - Flu and Covid Vaccinations**

Louise advised the meeting that the flu jabs are being delivered to the practice tomorrow with rollout from 1<sup>st</sup> October, 2025. To date 399 jabs have been booked with Rebecca Price delivering jabs for housebound patients.

## **Newsletter Autumn 2025**

The meeting reviewed and approved the draft September PPG Newsletter that Clive had produced. It was agreed that Clive and Jane would organise printing of 500 copies which would be shared with partners, be available in reception and sent out to some patients.

## **Next Meeting**

The next meeting was originally scheduled for midday on Thursday 23<sup>rd</sup> October, 2025. It is hoped that Dr Chung may be able to attend and has now been rescheduled to midday on Thursday 6<sup>th</sup> November, 2025.