

Waterfront Patients Participation Group Meeting

Thursday 6th November, 2025: Midday – 1.15 pm

Attendees:

- Louise Bunce, Practice Manager
- Chris Beddall
- Chris Swaithe
- Dr Chung attended for part of the meeting
- Joan Allen, Treasurer
- Jane Spicer
- Sylvia Swaithe

Apologies

- Clive Spicer
- Dawn Fellows

Matters Arising

Dr Chung – GP update

Dr Chung attended the meeting. He said that the 2025 PPG Survey report and its conclusions had been discussed at the Partners' Meeting and that the partners were happy with both the report and recommendations. The partners recognised the areas for improvement and were particularly pleased with the positive feedback for the reception staff which was good for staff morale, especially since they do receive unwarranted negative patient attitudes at times.

He said that the practice intends to keep the telephone and face-to-face opportunities for patient consultations but recognises the need to encourage patients to go online where possible. A patient had complained to the ICB about online appointments. He discussed inappropriate appointments where GPs are having to deal with issues that can be better dealt with elsewhere e.g. smears.

Sylvia related her personal experience in the NHS and said that her contact with reception staff was extremely positive as well as her contact with Nida. Chris S asked about team meetings and assessments, highlighting the importance of telling staff how good they are and giving positive feedback. He referenced the NHS and PPG surveys which reflect that the Waterfront Surgery is a very good practice.

Dr Chung told the PPG that the feedback from new patients was very positive which had a ripple effect with patients at other practices.

In response to the importance of relaying positive feedback Louise told the PPG of initiatives including: a "Positive Tree" in the kitchen where staff can take a leaf and write about a positive event they have experienced on it and put on the tree and wearing pink / bringing along pink food for breast cancer which raised nearly £100.

Dr Chung talked in detail about the importance of integrating staff into the team.

Joan asked Louise about Practice Managers meetings. She said that she feels very positive about the Waterfront Practice after listening to her colleagues. This was supported by Dr Chung who talked of his own experience of the change in people's response to the practice, which has become increasingly positive reflecting how much the practice has changed and developed over time.

Louise confirmed that the Waterfront has the only PPG that produces a newsletter and undertakes a full-scale annual PPG Patient Survey. Chris S asked if there was anything further that the PPG to do to support the practice? Dr Chung felt that the feedback the GP Partners received from PPG meetings with the Practice Manager and the patient survey were invaluable.

Jim of juststraighttalk.org

Louise informed the PPG that as agreed Jim had come to the Waterfront Practice and met with the reception staff; it had been a very positive meeting. He will be at the practice on 17th November, 2025 to meet patients in the waiting room and provide advice. The intention is to arrange a further date for him to come to the waiting room to meet and assist patients with queries about IT.

Sylvia confirmed that a meeting with Jim's manager has been arranged for 24th November, 2025 to review the available facilities at the Foodbank 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

Louise updated the meeting about the NHS England initiative "You and Your Practice" which sets out access to GP Practices which came into effect on 1st October, 2025. The practice must now be open for patients from 8 a.m. to 6 p.m. Monday to Friday both face-to-face and online. There has been some negative response nationally and safety concerns have been raised, including potential delays in responding to requests for assistance received at the end of the day, particularly on a Friday.

Louise confirmed that there had been a phenomenal increase in telephone calls, subsequent call queues and online requests which had been difficult to manage. This had been exacerbated when online access went down in the second week.

Patient Personal Information

Louise highlighted the importance of patients keeping personal information up to date especially telephone numbers, this can be critical if the practice needs to get in touch with a patient urgently.

Did Not Attend (DNA) Review

Louise reported that there had been a slight drop to 175 DNAs in September. She has undertaken some detailed analysis of DNAs between GPs and others – the number of DNAs for GPs was 45 in August, 37 in September and 35 in October. The reception staff are continuing to ring patients to confirm they are attending their appointments and this is working well.

Waterfront Website + NHS App

Louise confirmed that the website has been updated with the NHS England initiative "You and Your Practice". A message has been sent to patients promoting the use of the NHS App and consequently 100 patients have applied to date.

NHS Patient Survey and PPG Patient Survey 2025

As agreed at the previous meeting Jane had distributed the draft conclusions and recommendations of the final report which after discussion was 'signed off'. The final report will be sent to Louise for publication on-line and placing a paper copy on the PPG noticeboard in the waiting area.

Treasurer's Report

Joan (Treasurer) reimbursed the Practice for the printing of the PPG Newsletters. The building society account was credited with interest last month which means that the account total is currently in credit.

Waterfront Surgery Staffing Updates

Louise confirmed that the Practice had successfully recruited a replacement for Dr Zahra. She is Dr Firdous and has already completed some locum work which went very well. She officially starts on 1st December, 2025 and will work full days on Tuesday and Wednesdays as well as Thursday mornings.

Louise also advised the PPG that because of the need to cut costs some practices were having to make staff redundant. She said that the Waterfront Practice is fortunate and that this is not an issue.

Any Other Business

NHS England Improvement of Online Communications for Patients.

See Triage Assessment item above.

Inspection Visits

There were no updates for this item.

Friends and Family Test

The Friends and Family Test results continue to be very positive with a slight increase from 4.46 to 4.47 stars.

Autumn Campaign - Flu and Covid Vaccinations

Louise advised the meeting that over 800 flu vaccinations have been given to patients to date but that the practice does not have much take-up of vaccinations for children.

Newsletter Autumn 2025

The PPG newsletter has now been distributed. Jane had suggested that newsletters could be taken to housebound patients when they have their flu vaccinations. Louise had agreed that this would take place and there was general agreement that this was a positive move.

Next Meeting

The next meeting is scheduled for 11.00 a.m. on Thursday 11th December 2025.