

Waterfront Practice Patients Participation Group Meeting

Thursday 5th March, 2026: 11.00 a.m. – 12.15 pm

Attendees:

- Louise Bunce, Practice Manager
- Clive Spicer
- Chris Swaites
- Anthea Southall – Practice Manager AW Surgeries
- Dr Firdous – G.P. Waterfront Practice
- Joan Allen, Treasurer
- Jane Spicer
- Sylvia Swaites
- Lesley Rubery – Dietician – Brierley Hill and Amblecote PCN

Apologies

- Chris Beddall
- Dawn Fellows

Matters Arising

Meeting Visitors

The following visitors attended the meeting:

- Anthea Southall – Practice Manager AW Surgeries – to observe.
- Dr Firdous – Waterfront Practice – to introduce herself to the PPG.
- Lesley Rubery – Dietician. Lesley has recently delivered a session to Waterfront staff about wellbeing and diet. She explained her background, qualifications, her remit and the services that she can offer to patients. As a Dietician she offers either one-off or multiple appointments as appropriate for patients with a wide range of different needs. She will also refer patients for more specialist support if required. Lesley will also be working with the team in GP Practices to determine ways to improve systems.

Jim of juststraighttalk.org

Louise will send Jim an email asking if he can run an IT surgery in the Waterfront Reception.

Triage Assessment

Louise confirmed that the triage assessment is still going well. Louise has had a meeting with Kelly to review the SOS Dashboard which has increased from 43% to 68% - however the data is two months in arrears and she is going back to clarify the methodology.

Patient Personal Information

The PPG strongly supports the attempts by the Waterfront to ensure that all patients keep personal information up to date such as phone numbers, email addresses etc. in case the practice needs to contact them as matter of urgency.

Did Not Attend (DNA) Review

Louise reported that following the slight increase in DNAs for GPs from 39 in November 2025 to 44 for December 2025, there had been a drop to 33 in January 2026 and a rise to 39 in February 2026. Louise and Anne-Marie are continuing to review the data every quarter to identify patients who have 3 or more GP DNAs. There were seven patients this quarter with 1 patient with 5 DNAs. Clive asked whether the Waterfront was aware of any family, social or personal reasons for patients with a record of DNAs? Louise confirmed that the practice was careful to try to determine if there is any root cause such as physical, social or mental issues and then try different approaches to improve the situation.

Waterfront Website + NHS App

The practice is trying to encourage patient uptake of the NHS App. Staff are proactively encouraging those patients with online access to use the NHS App. The PPG discussed in detail both the positive aspects of the NHS App and the challenges that some patients face in logging on, navigating and making best use of the information which is available online.

Treasurer's Report

Joan advised the meeting that the interest rate on the PPG's account will be reducing.

Waterfront Surgery Staffing Updates

There have been no staff changes since the last meeting.

Any Other Business

NHS England Improvement of Online Communications for Patients.

There were no updates for this item.

Inspection Visits

There has been no indication of any Care Quality Commission (CQC) inspection visits to the Waterfront with inspections currently being undertaken on practices who were last inspected in 2016/17.

Friends and Family Test

There was no update on this item.

Autumn Campaign - Flu and Covid Vaccinations

Louise advised that the current tranche of Flu vaccinations is nearly complete. In response to a PPG query she noted that there is the possibility of delivering the Autumn 2026 programme of COVID injections. There followed a comprehensive discussion of the technical and practical challenges of in-home injections, the need for a pharmacist to sign off medication and the fact that COVID tests are no longer available at no cost to staff.

GP Practices Quarterly Assessments

This item was discharged.

Future PPG meetings

It was agreed that Lesley, the Dietician will be invited back to one of the next two PPG meetings.

As an up-date: the Primary Care Network (PCN) had confirmed an increase in the levels of activity of the Health and Wellbeing Coaches in the practice: Ram has started to deliver mini health checks for patients. He came on Monday last and measured the height, weight and blood pressure of nine of the eleven patients in practice, this resulted in someone giving up smoking and also looking towards a better diet. He will be returning in a few weeks possibly on Mondays and Wednesday and also provides the same service to AW Surgeries.

NHS Patient Survey and PPG Patient Survey 2026

There was a discussion about running the 2026 Waterfront PPG Patient Survey which agreed the following:

- The questionnaire format will be the same as the one used in 2025 to allow comparison of results. Jane will update the form for the April PPG to review and 'sign off'.

- The survey will not be exclusively on-line this year. PPG members will be based in the Reception for patients to complete a hard copy of the questionnaire. Quotation for producing hard copies of the form will be obtained by next meeting.
- The final dates for running the survey will be confirmed at the next meeting but it is likely to be May and June 2026.

Patient Participation Groups

There was no update on this item.

Next Meeting

The next meeting is scheduled for 11.00 a.m. on Thursday 23rd April 2026.