

Waterfront Practice Patients Participation Group Meeting

Thursday 23rd April, 2026: 11.00 a.m. – 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

Jim of juststraighttalk.org

Jim was running an IT surgery in the Waterfront Reception today and had already helped a patient resolve number of technical issues. A tray had also been placed in the waiting room with forms for patients to fill in who needed help to get onto the NHS App or Waterfront Surgery website

Triage Assessment

Louise confirmed that the triage assessment system continues to go well. The SOS Dashboards shows the Waterfront at 68% but the data continues to be in arrears and is being monitored with care.

Patient Personal Information

The PPG continues to strongly support 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 there had been a slight drop in GP DNAs from 39 in February 2026 to 35 in March though clearly this is still too many since it results in other patients not being able to get what might be vital appointments with a doctor. It is very easy for patients to let the surgery know they no longer require an appointment. Examining the number of appointments booked in March - total of 1,587 had resulted in 179 DNAs – a 2% rate.

On Monday at 8 a.m. there had been 33 in the telephone queue and this figure had remained stable throughout the morning. Anne-Marie had dealt with a patient who had booked an appointment in the morning and then “Did Not Attend”, when she was called about her failure to attend, she said she had forgotten to cancel.

Chris asked if it was possible to compare our performance with other surgeries. Louise said that other practices had similar problems and tried different approaches to address the issue but there did not seem to be solution.

Waterfront Website + NHS App

The practice continues to try to encourage patient uptake of the NHS App. See the item: ‘Jim of juststraighttalk.org.’

Treasurer’s Report

Joan advised the meeting that there was no update – the PPG account remained in credit though interest rates had been reduced.

Waterfront Surgery Staffing Updates

Louise confirmed that Sue Goodman, an administrator who has been with the practice for nearly 30 years, is retiring at the end of May. She will then work for one day a week throughout June to share her skills with backroom staff.

The practice is advertising for another apprentice in Reception and a post to assist in 'data analysis' and 'managing diabetic patients'. The second post is likely to be an internal appointment, it is hoped that the successful candidate will start by the middle of June.

Any Other Business

NHS England Improvement of Online Communications for Patients.

There were no updates for this item.

Inspection Visits

There has been a major change in the methodology for Care Quality Commission (CQC) inspection visits that came into effect on 1st April 2026.

All practices that were rated "Good" or above between 2017 and 2023 will now be subject to a 10-point check that will be mainly non-clinical. It will take place at five days' notice. There will be an on-line interview with the Practice Manager prior to coming into the practice. The CQC will also ask for five names of representatives from the PPG who may be involved in providing feedback. Chris S shared his experience of being interviewed in the last CQC Inspection in 2018.

Friends and Family Test

The practice is 4.48 on the Friends and Family ratings. The results show 73% "Very likely" to recommend the practice to friends and family, 16% "Somewhat likely" and 5% "Neither likely nor unlikely" with the remaining 6% either "Somewhat unlikely" or "Very unlikely".

Autumn Campaign - Flu and Covid Vaccinations

Louise advised that the current tranche of Flu vaccinations is now complete. She is unsure about the practicality of delivering the Autumn 2026 programme of COVID injections based on the need for a pharmacist to sign off medication.

Future PPG meetings

Lesley Rubery had been invited to this PPG Meeting, unfortunately this had not been possible today. Louise hopes she will be able come to the next meeting.

Up-date on Health and Wellbeing Coach

The practice is waiting for Ram, Health and Wellbeing coach, to return to the Practice to deliver further mini health check sessions after his successful first visit to the practice.

NHS Patient Survey and PPG Patient Survey 2026

There was a detailed discussion about the final details for running the 2026 Waterfront PPG Patient Survey and the following was agreed:

- Louise will complete the online 2026 Survey form and send it to Jane to test before publishing.
- As the survey is not exclusively on-line this year Jane presented a quote for producing 50 and 100 hard copies of the form. It was agreed that Jane would organise 100 copies of the form and drop them off at the practice. Louise would then organise dates for Joan, Chris and Sylvia who will be based in Reception to assist patients to complete the questionnaire. She would also provide a box for collecting the forms, pens and clipboards.
- It was agreed that running the survey would start at the beginning of May and progress would be reviewed at our next meeting.

Patient Participation Groups

There was no update on this item.

Next Meeting

The next meeting is scheduled for 11.00 a.m. on Thursday 11th June, 2026.