

**MINUTES OF WESTBURY GROUP PRACTICE  
PATIENT PARTICIPATION GROUP ANNUAL GENERAL MEETING at WHHC**

Date: 25<sup>th</sup> February 2025

**Present:** - (SC), (MK), (PM), (IH), (JP), (BC), (GC), (SD) (PBr),

**Present from the Practice:** - (MD), (MJ), (CM)

**Apologies:** - (CR), (DR), (SK), (AH), (DH), (BB), (DB), (BW), (MP), (VM)

	<b>AGENDA ITEM</b>	<b>ACTION</b>
1.	<p><b>Welcome:</b> SC welcomed everyone to the meeting. She gave apologies for those unable to attend the meeting. She started with the sad news that Bill Fanning had recently passed away. He was a longstanding member of the PPG and Chair of the Group for a number of years before herself. She will represent the Group and WGP at his funeral on Friday, 28<sup>th</sup>. February.</p>	
2.	<p><b>Review of the Minutes of the last full meeting on the 3rd of December 2024 and matters arising:</b> The Minutes of the last meeting were signed as a true record as no amendments had been received by MJ or SC. PBr. mentioned that number 2 contained a double negative, SC will amend this on the signed copy. SC advised that the Patient Survey has been going on all of this month. CM advised we had received 1318 online and SC advised there were a lot of paper copies completed. It currently seems quite positive from what has been seen. SC thanked everyone for their help with the survey. SC advised that the setting up of the new WGP website is still ongoing.</p>	
3.	<p><b>Review of Minutes of the last AGM Meeting 27<sup>th</sup> February 2024:</b> SC ran through the Minutes of the last AGM. The new phone system has been installed, the POD is now closed and the new online system is up and running. She reported that we haven't found it necessary to have a treasurer in this last year. MK will continue if needed.</p>	
4.	<p><b>Chairperson's review of the Year:</b> See attached report</p>	

5.	<p><b>Surgery update:</b> MD gave the surgery update and started by saying he is pleased with the improvements made this last year with the new online and phone systems and these improvements have been effective.</p> <p>He informed the group that Dr ZM has left the practice, this is a big loss and we wish him well. Dr C-H has recently started at the practice and we have a new paediatric Nurse-A. TH left the practice but then asked to come back so she has come back in a nurse lead role. RC, a very experienced senior nurse, will be working one day a week as a consultant clinical lead nurse. There have been changes within the living well team with M and R leaving but F E-H has now joined the team as the lead older person's nurse. AB will also be joining the team. We have been successful in recruiting another experienced paramedic who will be joining the practice 2 days a week. Dr RE is on a 3 month sabbatical.</p> <p>MD thanked SC for her support and help and said that it's great to have such an involved and supportive chairperson.</p> <p>MD shared the recent statistics for January</p> <ul style="list-style-type: none"> <li>9000 face-2-face appointments</li> <li>4170 telephone appointments</li> <li>13170 total compared to 10700 in December</li> <li>10100 calls answered</li> <li>Average queue time is 13 minutes</li> <li>2400 call backs requested</li> <li>240 systmconnects were received – of these</li> <li>177 clinical and 63 admin.</li> <li>64 appointments given from systmconnects</li> <li>89 patients given advice from systmconnects.</li> <li>DNA (Did not attend) 59 hours of appointment time wasted.</li> <li>Friends and family test after attending appointments</li> <li>Very good or good 91%</li> <li>Very poor or poor 5 %</li> <li>716 responses received out of 13000 sent.</li> <li>2 week wait referrals 110</li> <li>Routine or urgent referrals 1100</li> </ul>	
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	<p>IH asked about having to call again for appointments, MD explained that we operate an on the day booking system to reduce the DNAs. MJ advised that we operate a 3-time call system with people not being asked to call back more than 3 times.</p>	
<p>6.</p>	<p><b>Elections of Officers:</b></p> <p><b>Election of Chair:</b> Shelagh Carpenter  <b>Proposed by</b> Mike Kimmins  <b>Seconded by</b> Sally Daborn</p> <p><b>Election of Vice Chair:</b> Diana Benham  <b>Proposed by</b> Shelagh Carpenter  <b>Seconded by</b> Barry Cromwell</p> <p><b>Election of Secretary:</b> Mandy Johnson  <b>Proposed by</b> Shelagh Carpenter  <b>Seconded by</b> Sally Daborn</p>	
<p>7.</p>	<p><b>Membership of the Sub-Group:</b>  All members are willing to continue, there is 1 vacancy, but SC has not received interest so will keep the group at 9 members.</p>	
<p>8.</p>	<p><b>AOB:</b>  SC asked if any other members wanted to volunteer to help with the survey to get in touch with her. GC gave feedback she had received whilst doing the survey, she explained patients' frustration at being asked by a GP to book in for review in 2-3 weeks and patient not getting to see the same GP. MJ asked if they are asking to see the same GP? We are unable to pre-book but when they need the appointment they need to call and ask to see that specific GP the 3-call rule still applies. Another question that was asked is could there be an on-call Dr from the surgery at weekends. CM/MD explained that we work in collaboration with all local surgeries and that there are appointments for WGP patients with other surgeries for telephone calls. Lastly there is still a</p>	

	<p>perception that reception staff are not trained are we able to change name? MD explained they are trained, not to diagnose but to signpost. We have looked at names but we are unable to call them anything that indicates they are medically trained as they aren't.</p> <p>SD asked with Dr ZM leaving is there anyone else at the surgery that does minor operations and injections. MD advised there are 2 other GPs that do these procedures but there is a large waiting list.</p> <p>IH asked if we can recruit more GPs or does the NHS determine the ratio, MD advised that there is a guideline, but we employ who we can with the funding we receive. We must match demand with financial resource.</p> <p>PBr. asked if there will be any change to the phlebotomy clinic with the re-introduction of the walk-in clinic. MD advised that there is no current plan to reintroduce this service. This is due to patients just walking in and requesting a blood test when it needs to be requested by a clinician and due to the extra work this can create with reading the results, referrals, follow ups etc.</p> <p>CM reminded the group he will be holding a session on systemconnect in the seminar room on Thursday 6<sup>th</sup> March 10-11am for PPG members - this is not open to the public. CM asked if there were any other stats that would be useful. MK asked if the DNA data could be in appointments rather than hours.</p> <p>Discussed cake sale to help CM raise money for his upcoming marathon, it was decided that it was too short notice but would help out in future.</p>	
9.	<p><b>Date of next meeting: Tuesday 3<sup>rd</sup> June 2025 at 6.30pm at WHHC.</b></p>	