

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

Date: 3rd June 2025

Present: - (SC), (MK), (PM), (JP), (BC), (GC), (PBr), (MW)

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

Apologies: - (CR), (DR), (SK), (AH), (DH), (BB), (DB), (BW), (MP), (VM), (IH), (AS), (VS), (SD), (MJ).

	AGENDA ITEM	ACTION
1.	Welcome: SC welcomed everyone to the meeting. She gave apologies for those unable to attend the meeting. SC advised that she had represented the group and WGP at Bill Fanning's funeral and that it was well-attended.	
2.	Presentation on the The Roles of the Clinicians at Westbury Group Practice' by Dr. JM – JM gave a short presentation on the roles of the Clinicians at the practice. He started with that of the Physician Associate (PA) and went on to describe the roles of the acute care team and those of the more specialist nurses.	
3.	Review of the Minutes of the last full meeting on the 25th February 2025 and matters arising: We had received an amendment of the last minutes where we had put the wrong initials, this was rectified, and the Minutes of the last meeting were signed as a true record. SC thanked Craig for the session on systmconnect, it was attended by 5 members and was very informative. CM may do some more presentations to the patients in general. Perhaps at a central location in the town.	
4.	Surgery update: MD advised that we have recruited another paramedic who is doing two days a week with us. We have also recruited a paediatric nurse. Dr DB who was a partner with us and, more recently, has done some locum work for us has now fully retired. We have had a little bit of a shuffle in prescriptions with some soft changes, but we hope you will not notice that, and we are currently recruiting for that team now. MD	

	<p>explained that we have added 2 new surgery rooms to the dental practice and employed another dentist.</p> <p>Our TCOP team, which was Transforming Care of Older People name has changed name to the Living Well Team and we have recently secured funding for another nurse for this group. One of the Acute Nurse Practitioners has taken on the lead for this group.</p>	
5.	<p>WGP Patient Survey for 2024 – The percentage results of the 2022 survey have been compared to those of the 2024 survey. All results show positive increases in patient satisfaction and reductions in dissatisfaction. SC commented that overall, the results were very pleasing and demonstrated the hard work put in by the surgery staff as a whole to achieve this. Certainly, over the last couple of years, SC has been hearing far fewer negative comments and many positive comments about WGP. The written comments in the survey bore this out. Many patients commented on the knowledgeable, caring and helpful staff, the ability to get an appointment when it was urgently required, the Prescriptions team and the cleanliness of the building. Some negative comments were made. These focussed on the ability to book appointments in advance and to see a GP on request. However, many patients could not think of any way in which the Surgery could be improved.</p> <p>An action plan has been drawn up and will be implemented in the next few months.</p> <p>The results of the Patient Survey 2024 will be published on the WGP website.</p>	CM
6.	<p>AOB: SC advised that she had met with Sharnay yesterday. They looked at the PPG notice boards because she is updating and improving all the notice boards here and at Bratton. She has very kindly said she would update the PPG boards in line with the surgery's requirements.</p> <p>PBr said that in the Minutes of the last meeting, MK had asked if DNA data could be published in appointments missed as well as hours lost and asked if this had been done. CM replied that it had been done and he showed the data on the screen – SC expressed astonishment that</p>	

	108 pre-booked blood test appointments had been missed.	
7.	Date of next meeting: Tuesday 2nd September 2025 at 6.30pm at WHHC.	