

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

Date: 3rd December 2024

Present: - SC, BY, MP, IH, SD, PM, DR, BC, GC, PBr, MK

Present from the Practice: - MD, MJ, CM

Apologies: - BB, DB, CR, SK, DH, VM, BF, JP, AH.

	AGENDA ITEM	ACTION
1.	<p>Welcome: SC welcomed everyone to the meeting and gave apologies for those that could not attend. She welcomed Hannah from Public Health Wiltshire who will be doing tonight's presentation.</p>	
2.	<p>Presentation from Hannah Scott – Public Health Wiltshire: Hannah gave a short overview of what Public Health, Wiltshire do and the teams it is made up of. Slides will be sent to CM, and he will distribute to the group. Could also look at website Wiltshire improvement hub. PM asked for the health checks how are patients contacted and how can that be increased? Hannah advised that patients are called every 5 years from the age of 40 for a 25-minute appointment, unless they are being monitored for other health conditions. This is done by the practice. MP asked who finances PH, and if services are offered to surgery, do they have to pay for it? Hannah advised it comes from central government, and no services are not paid for by the practice. DR asked who manages epidemic? MD advised it would be Public Health England.</p>	CM
3.	<p>Review of the Minutes of the last meeting on the 3rd September 2024: The minutes of the last meeting were signed as a true record as no amendments had been received. Patient survey 2024, DB and SC got together to look at the 2022 survey and updated it and forwarded it to MD and CM for further amendments to be made. At the recent Subgroup Meeting it was finalised but it will not take place until February 2025. It is hoped that the majority of patients will complete the Survey on-line. PPG members</p>	

	<p>will be asked to distribute/ fill in paper copies with patients in the Waiting Rooms – SC will be in touch for volunteers nearer the time.</p> <p>CM asked if anyone had thought of any other information for him to know or publish, no other suggestions had been received.</p>	
4.	<p>Proposed dates for next year’s meetings: Tuesday, 25th. February 2025 – AGM Tuesday, 3rd. June 2025 Tuesday, 2nd. September 2025 Tuesday, 2nd. December 2025</p> <p>These dates were accepted by the Group.</p>	
4.	<p>Surgery update: 2 new salaried GPs starting, one in January doing 4 sessions and one in May doing 6 sessions per week. The Physician Associate is going on Maternity leave in December. There has been recent talk to cut funding from enhanced services, which include things like wound care, older peoples service, some contraception services, this was for all GP practices but luckily there has been a U-turn on this and we will have to wait and see what the 2025-2026 contract entails. The Partners are currently expanding the dental practice, and are currently recruiting for this.</p> <p>WGP has 24 and a half thousand patients which is slightly up on October. In November, we saw just under 8 ½ thousand patients face-to-face and had 4200 telephone consultations, this is purely clinical interactions. We took a total of 8 ½ thousand calls in November with an average wait time of 14 ½ mins and 2000 call backs. We made 9000 calls and had 968 online queries. The new phone system is working well and patients like the call back feature. Numbers of patients using SystmConnect are rising. MW wanted to say full marks to the surgery.</p>	
5.	<p>AOB: SC advised that the presentations for next year will carry over from this year as some we haven’t managed to do. These will be South Western Ambulance service, ICB update, Role of the Physician Associate.</p> <p>WGP Website – the new website is now up and running. There was a lot of discussion around this and how it is not</p>	

	easy to use, and some information is missing. MP asked if it is a standard website and work in progress as it is difficult to navigate. CM advised that yes, it is a standard NHS website and is still work in progress.	
6.	Date of next meeting: Tuesday, 25 th February 2025 at 6.30pm. at WHHC - AGM	