

Wellfield Health Centre

Patient Participation Group Meeting (PPG)

28.05.25

Present:	Alison Flannery (Practice Manager) – AF Jennifer Collins (Assistant Practice Manager) – JC BS MP CO LS BD CB	
Agenda Item	Discussion	Action
Introductions	PPG member re-introduced themselves for any new members.	
Review and agree previous minutes and actions	Reviewed and agreed minutes. Previous actions all completed.	
A day in the life of Jenny	Vlog from 27 th May – 10 minutes.	
Review Patient Survey for 2025	Feedback regarding the current patient survey: <ul style="list-style-type: none"> • BS – maybe asking ‘why’ they gave a certain rating. • CB – highlighted spelling mistakes and suggested adding in option for ‘no access to internet’. CB also suggested requesting contact details for NHS App help. CB also suggested getting the GP’s to hand them out so that we catch the patients who self check-in as well. 	Jenny to make amendments as discussed.
Friends and Family Feedback	AF explained that this is a national contractual requirement.	
Quality Visit Feedback	AF explained how exceptions can impact us on the data collections. E.g. COPD we are in the amber stage however those patients will have been invited multiple times throughout the year. AF explained that we will discuss with our colleagues to compare what they’re doing possibly different to us. ICB came to meet with AF, JC and Dr Cross to discuss the data. We have now accepted the help of an external team to help us with vaccines uptake.	

	<p>Another amber topic was the list size having increased. However, AF explained that people move into the area, we are also not able to refuse registrations therefore it's not something that's within our control. BD asked if we are ever considered 'full'. JC explained that we are not allowed to close our list anymore, however in the past you could apply but the local GP surgeries would appeal it.</p> <p>AF explained that we then have to create an action plan following this. We have committed hosting further NHS App drop-in sessions, we have enlisted the help for MMR uptake, we have sent out some diabetic education to promote importance of their annual review, etc.</p>	
AOB	<p>LS asked how our drop-in phlebotomy service is managed. JC explained that we assigned one staff member each day but the other nurses will jump in to help if they have time between patients or if they have a DNA. Alison also explained that it comes in peaks and troughs with demand and explained we have a drop-in so that's patients aren't waiting weeks for an appointment.</p> <p>AF discussed how late we receive the targets for the upcoming year. AF explains the time it takes to go through the targets due to its complexity and why we have different staff members taking lead. AF explained that we can do lots of work for something but then it doesn't translate into the data that's being collected.</p> <p>JC explained that we also have a reporting tool regarding the demand were under and if were coping, but even if we are struggling the ICB can very rarely offer us the help that we might need e.g. extra staffing.</p> <p>JC shared that there needs to be more central campaigns for the public to educate on self-care, and help with parental concern.</p> <p>BS mentioned that she has once before commented on her NHS app</p>	

	order however it wasn't fulfilled, and a message was also not received.	Jenny to remind the GP's to look out for these certain messages and if they cannot issue the request to ask reception to make contact.
Ideas for next meeting:	A day in the life of a prescription request. Nina to attend Results from Patient Survey	
Next Meeting	27 th August 2025 at 5:30pm.	