

Wellfield Health Centre

Patient Participation Group Meeting (PPG)

27.08.25

Present:	Alison Flannery (Practice Manager) – AF Jennifer Collins (Assistant Practice Manager) – JC BS MP CO LS BD CB	
Agenda Item	Discussion	Action
Introductions	All members familiar with each other.	
Review and agree previous minutes and actions	Reviewed and agreed minutes. Previous actions all completed.	
Bowel Screening Speaker	Unfortunately cancelled last minute due to illness.	
National Patient Survey	AF shares data from the NPS. The practice has improved on last years scores and are only slightly below the national average in places.	
Internal Patient Survey	CO asked about the Friend & Family (F&F) data that we collate. CO advises that she always replies. JC explains that we share the feedback amongst the team and that it is mostly positive. Feedback is also stored anonymously in Teamnet (Internal Intranet)	Alison will consider turning on the additional questions on F&F for a month to explore those responses. Alison to discuss with Tracey (F&F Lead)
Website Survey	AF shares responses from the feedback on our website. AF asks the PPG members to pop on and provide feedback if they can. AF asks the PPG to check what's helpful, what's not helpful, any constructive criticism or compliments.	Jenny to include URL to our website in email with the minutes.
Practice Recruitment	Currently have an advert out to recruit a 6 session per week GP, over 3 days. Interviews to take place in September. LS asked about the number applicants and AF advised that we have had more interest this time than recruitment previously.	Jenny to invite Toni to the next meeting as below.

	<p>The practice has also recently recruited an Operations Manager called Toni. Toni will be assisting Jenny leading the patient facing services so allow Jenny some time to progress into a Practice Manager role as Alison looks to reduce her hours in the future.</p>	
<p>Patient Charter (NHS 10 Year Plan)</p>	<p>It has been published this week and will be loaded onto our website in due course. AF advises that whilst we feel we are meeting most areas, we are working on a plan for how we manage the appointment availability once we are 'full'. The practice doesn't book further than two weeks due to the DNA rate of appointments increasing significantly.</p> <p>BD shares that sometimes when sharing reason for appointment at the front desk it's a little intrusive. Jenny shared that we have a small private room just to the right of the reception desk if patients wish to talk confidentially for any reason. Alison shared that we used to have cards at the desk that patients can pass to reception discretely. Jenny had not seen these cards. PPG felt these cards would be helpful.</p> <p>Jenny shares that we have commissioned a Signposting Tool to help the receptionists to navigate care appropriately and consistently when handling patient appointment requests. This has been worked through with DrAli and Jenny and is being sent off to the software developers for amendments. Once this is received back, we will have a live URL for the receptionists to refer to.</p>	<p>Alison to discuss replacing the cards with Tracey.</p>
<p>AOB</p>	<p>Jenny apologises for not completing a day in the life of a prescription request.</p> <p>CB shares that the medication review on prescriptions are confusing at times. Jenny explains that this comes from the clinical system but is not a tool that is used internally. Jenny states that this may be something we need to look at as accepts it can be confusing.</p>	<p>Jenny to ensure this is complete for the next PPG meeting. Alison will also liaise with Dr O'Brien regarding inviting a GP Trainee to speak with PPG at a later meeting.</p>

	<p>MP shares that having different medications on different quantities creates different due dates and that it can be difficult to manage at times. Jenny shares that some medications have to have shorter quantities due to safety or other clinical reasons such as new medications and monitoring.</p>	<p>Jenny happy to look into MP's medication specifically to see if anything can be done.</p>
Ideas for next meeting:	<p>A day in the life of a prescription request Reschedule Bowel Screening Speaker Trainee GP Nursing Associate Demonstration Signposting Tool</p>	
Next Meeting	<p>26th November 2025 at 4pm.</p>	<p>Jenny to post new time on Facebook.</p>