

Woodlands Family Medical Centre  
Notes of a meeting of WPPG held on Thursday March 23rd 2023

**Present:**

Doug (DL) – Chair  
Shirley (SE) – Deputy Chair  
Ms M. Marshall (MM) - Deputy Practice Manager  
Mike R (MR)  
Stella (SM)  
Caron (CN)  
Elizabeth (EB)  
Mrs S. Leonard (SL) – Practice Manager  
Ian (IK)

**Apologies:**

Mike E (ME)

**Absent:**

Naseem (NA)  
Ann (AB) – note taker  
Dr Garg (DG) - GP  
Geraldine (GD)

**Minutes of the last meeting:**

All agreed that the minutes were a true record and that there were no matters arising.

**Updates of outstanding Action points:**

- **AP168** – DL to compile a draft newsletter. - Draft copy circulated. **Closed**
- **AP169** – MM check the process when a GP request another appointment in 1/52 – 4/52 – Process described. **Closed**
- **AP170** – DL to compile a draft survey questionnaire. A draft copy was discussed / circulated, it was thought that a couple more questions were required in addition to those suggested by the doctors. **Ongoing**
- **AP171** – DL to look into producing a flyer about the different medical roles Draft copy circulated. **Closed**
- **AP172** – MM to ask the other members of the PCN about % missed appointments and also if there was any way in which patients could cancel an appointment via the telephone (without speaking to a member of staff)? The information for this isn't complete. **Ongoing**

**Planned Business:**

- Promotion of healthy nutrition. MR discussed his thoughts about this subject / GUT health. A productive discussion took place around this, all agreed that it was something that could prove beneficial to the health of patients etc.
- Medication reviews, to ensure 1) Understanding of when to take medication, particularly when people have been on medication for a long time 2) Improve support for patients when medication has changed – the practice stated that there was an existing process and if patients had any issues / concerns they should contact the practice for advice.
- Patient wellbeing review, especially for those with chronic conditions, to see how the various medications are working. As with the previous point if patients had any issues / concerns they should contact the practice for advice.

- How to progress the proposed patient survey. DL circulated a draft questionnaire, see AP170, based on the areas the practice wanted to obtain data for. It was basically agreed that the form was more or less ready but that it could benefit from a couple of additional questions e.g. age group and a question along the lines of what does the practice do well and what could be improved. DL will update the questionnaire. The next discussion was about the logistics of the survey – when, how etc. – it was proposed that we should try and enlist the services of the doctors, nurses and reception staff, suggesting that they could hand the questionnaire to a patient, when the appointment was finished, and ask them to complete it. The group would also hold ‘face to face’ surveys.

#### Conclusion

- We could run the survey in June,
- Face to face questioning could / would be for a week (10 sessions), unless group members were available then it would be for fortnight (20 sessions) which of course would give us more information etc.
- DL could collect the completed questionnaires each day and collate the data,

#### **Practice Accommodation / Information:**

There have been a few changes in administration / clerical staff and GP registrars.

#### **Any Other business:**

- DL raised a couple of constitutional areas of concern 1) Section 4 sub section 8 of the constitution (membership) and 2) Section 7 of the constitution (meetings) sub section 3
- CN asked how we, WPPG, can encourage ‘younger’ people to become involved with the group. This was discussed at length and ALL agreed that this, in fact not only younger people but simply a balanced cross section of the practice demographics. However the group also acknowledged that this isn’t always possible (e.g. due to work commitments etc.) AP MM will look into the possibility of send out SMS messages
- SE asked if there was an up to date list of the names of the members of WPPG, DL stated that this information is available in various places but he would gladly circulate a list. AP DL

**Meeting closed at 2:35pm**

**The next meeting will be held on Thursday 18<sup>th</sup> May 2023 at 1.30pm**

**AP170** – DL to compile a draft survey questionnaire.

**AP172** – MM to ask the other members of the PCN about % missed appointments and also if there was any way in which patients could cancel an appointment via the telephone (without speaking to a member of staff)?

**AP173** – MR to contact GD to see if she still wants to be part of WPPG, if not to thank her for her contribution etc.

**AP174** – MM to see if it would be possible to send an SMS message to patients re WPPG

**AP175** – DL to circulate a list of all the names and email addresses of WPPG member

**These are abridged minutes, if you’re interested in knowing more about any of the above please ask at the reception, leave your contact details, and a member of WPPG will get in touch.**