

Woodlands Family Medical Centre
Notes of a meeting of WPPG held on Thursday May 18th 2023

Present:

Shirley (SE) – Deputy Chair

Stella (SM), Mike (MR), Caron (CN), Elizabeth (EB), Ian (IK) and Geraldine (GD)
B. Brackenbury (BB) & M. Marshall (MM) - Deputy Practice Managers

Apologies:

Doug (DL) – Chair

Absent:

Naseem (NA) and Ann (AB)

Dr Garg (DG) – GP and S. Leonard (SL) – Practice Manager

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:

- **AP170** – DL to compile a draft survey questionnaire - **Ongoing**
- **AP172** – MM to ask the other members of the PCN about % missed appointments - **Closed.**
- **AP173** – MR to contact GD to see if she still wants to be part of WPPG - **Closed.**
- **AP174** – MM to look into the possibility of sending a SMS message to patients re WPPG - **Closed.**
- **AP175** – DL to circulate a list of all the names/email addresses of WPPG member- **Closed.**

Planned Business:

- Out of Hours appointments
This process is still developing, it was agreed MM would update the group at the next meeting. **AP176 MM**
- Patient Survey
The draft patient survey was not available and following a discussion regarding the timing / content of the survey the group decided that it should be delayed until September.
An additional section of the survey to be developed to cover issues relating to having a healthy lifestyle i.e. to include diet and exercise.

Practice Accommodation / Information:

- No further update on the menopause group. **AP177 SL**
- Reception administration have had a difficult few months due to staff changes and sickness.
- No change to the GP team.

Meeting closed at 14:30
The next meeting will be held on Thursday 13th July 2023 at 1.30pm

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.