



# WOODLANDS & CLERKLANDS

## GP PARTNERSHIP

### Minutes of Patient Participation Group Meeting

Thursday 10 October 2024 at 6.00pm, K2 Crawley

In attendance from Woodlands and Clerklands: Vanessa Baker (Strategic Business Manager), Dr Manoo Gupta (Partner), Rebecca Martin (Nurse Lead)

In attendance from the PPG: Celia O'Connell (Vice-Chair), Maggie Last (Secretary), Caz Williamson (joining via Teams), Francis Pole, Tim Wright, Jessica Wright, Geoff Lambert, Pat Lambert.

Apologies received from:

Nick Cameron, Ajeet Panesar, Karen Schofield, Joy Cross, Mike Wickings, Hannah Millsted-Bowdery, Brian Dodge, Marie Featherstone, Jay Lucan.

Agenda	Action
These items were dealt with first as Dr Gupta was not able to stay for the duration of the meeting.	
<b>1. PPG meeting times</b> Timings of the meetings continue to be an issue as not all members are able to attend early in the evening because of family commitments. A weekend meeting was suggested. It was suggested that a poll be taken of members viewpoints and availabilities with regard to day of meeting and time of meeting. The January PPG meeting will be set up after the findings of the poll.	VB
<b>2. Appointments System</b> The current appointments booking procedure requires all patients to call at 8am. Is it at all possible for non-urgent and routine appointments to be pre-booked? Patients often find it impossible to receive call backs during the day because of work commitments. Patients with long term issues, who also work, often find it hard to access healthcare as online appointments are limited. E-Consults could book ahead for appointments between 6.30 and 8.30 but there still remained a limit on the number of appointments available. E-Consults allow patients to submit a request with a form for outlining their symptoms. A response may come in the form of advice. Dr Gupta suggested that the surgery should advertise the E-Consult system more widely, with potentially more hours to be introduced. VB explained that an annual strategy review of the appointments system (as part of the annual Business Strategy Plan Review) would be taking place in February/March and that it would be more useful to move the appointments system as an agenda item to the January meeting. She asked that all members of the group gather their thoughts and ideas and canvass those of family and other patients so they could bring these to the January meeting. VB would encourage a number of Practice Partners to attend so that all concerns could be raised and shared. This could then fully inform the Practice strategy review which could facilitate improvements to the system, although VB did say that changes could not be guaranteed.	VB PPG
<b>3. Prescriptions</b> A number of concerns had been raised with regard to repeat prescriptions, which often did not tally and were not always completely fulfilled on collection. There could often be a delay at the pharmacy in obtaining products. When ordering or collecting a repeat prescription it was frequently the case that one or more items had not been ordered due to being subject to review by the GP or Pharmacist. This could be a challenge if the	



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<p>medication was required within days by the patient. There were inconsistencies in the way repeat prescriptions were initiated between the NHS App and the Practice and Pharmacy. Dr Gupta said that the patient should always refer back to the Practice first in order to check inconsistencies. Doctors may not know if a particular item is out of stock. A major frustration is that pharmacies should be able to provide an alternative (same drug, different packaging/manufacturer) but there could be an added cost for administration which is often referred back to the surgery. Dr Gupta agreed that the synchronisation of medication needed to be tightened up and further investigation was required to check the current process.</p>	VB
<p><b>4. Delays in e-mail response</b></p> <p>FP had asked about delays in GP responses to e-mail enquiries. VB explained the process undertaken by the surgery when e-mails were received from patients. The email goes into workflow. There can be a delay because the document needs to be scanned and attached to the patient's record before distribution to the GP through the clinical system. It is forwarded with admin codes attached. These codes support diagnosis and appropriate patient care. The aim is the process should take between two and five days with Workflow. Once with a Pharmacist it will take 2 days to action any medication changes. However, during the summer there was a backlog in Workflow of up to two weeks, we apologise to anyone who had a delay to their emails or consultant letters due to this. FYI 2 week referrals and urgent work is prioritised.</p>	
<p><b>5. Early morning appointments</b></p> <p>There had been an issue with early morning appointments as some patients did not know they had to use the back entrance to the surgery. The front door is not used because the general surgery is not yet open and early morning access encourages patients to come in and make enquiries before opening. Could a notice please be placed at the front entrance of Clerklands Surgery advising early morning patients to go around to the back entrance. Woodlands already has one in place.</p>	VB
<p><b>6. Patient surveys</b></p> <p>The number and range of patient surveys was questioned by the group. Surveys came from both the Practice and the NHS on different media asking for feedback and other information. It is a national requirement for the Practice to survey patient opinion in order to gauge patient satisfaction and gather data. The data is used by the practice but also used locally and nationally to improve and provide services. These surveys are extremely important and VB was able to cite an example of how such data gathering had enabled them to improve the experience of mums with new babies. All feedback, negative or positive, is taken very seriously and all complaints are reviewed and then form part of an additional annual review.</p>	
<p><b>Matters arising from Minutes of the last meeting of the PPG</b></p> <p><b>1. Mental Health Groups</b></p> <p>Marie Gladych of the Emotional Wellbeing Team had met with Tim and Jessica Wright to discuss the setting up of a volunteer group which could support carers of young people with emotional and mental health needs. TW had welcomed the advice but had concluded that it was simply too overwhelming to start a support group because of the practical and legal requirements of setting up such a group, such as the hire of a space, the laws governing Data Protection and Public Liability Insurance. He said that if he had been a younger man he may have been able to manage but it just was not possible at this time. Even a house group faces particular challenges. TW felt that it would be most appropriate for the group to be held at the surgery but VB said that such a group would no longer be a support group as there would be a requirement for it to be more</p>	



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formalised and attendees would have different expectations which the Practice would not be able to meet. VB will ask Marie to attend the next PPG meeting.	VB
<p><b>2. Business Plan and Strategy/Patient Demographic</b></p> <p>A request to view the Business Plan and Strategy of the Practice would be postponed until after the February/March review where it could be more appropriately presented. Caz Williamson had requested some information with regard to the Practice Patient Demographic. VB had very kindly prepared a slide show of data as at October 2024. The slides will also be distributed to the group via email. The group also had the opportunity to view some comparative data, obtained nationally, indicating the performance of Crawley surgeries, which was very interesting and reassuring, as Woodlands and Clerklands seemed to be in the top three in all areas. Woodlands and Clerklands, Furnace Green, Ifield and Pound Hill work closely together to develop best Practice management.</p>	
<p><b>3. Westvale GP Provision</b></p> <p>The Practice had now been approached by Reigate Council after expressing their interest in procuring two rooms upstairs in the new Community Centre build. They would provide GP consultations, Well-Being Team access and Midwife services, amongst others. This could attract new patients as well as providing services for current patients in Westvale and Meath Green. The building will be ready in April 2025. Woodlands and Clerklands was the only Practice who had made a bid.</p>	
<p><b>AOB</b></p> <p><b>1. Pease Pottage</b></p> <p>All members of the group had been invited to contribute to a consultation regarding the Practice taking on 200 additional patients from the Pease Pottage area. The results of the survey will be distributed to the PPG. The survey showed that members had concerns with regard to how the additional workload would impact upon the Practice. Data clearly indicates that Woodlands, who will be taking on the patients, has a lower ratio of patients to GP compared to other practices in the area. Therefore, there will be capacity for this increase. The burden will be now be shared between Southgate and Woodlands Surgeries. It is anticipated that there will be 100 new patients in the first year and 150 patients in the second year, and more GPs will be recruited. An application will be made to the Sussex Integrated Commissioning Board (ICB). VB went on to explain that as a training practice, the Woodlands and Clerklands Practice had a good track record of recruiting and retaining GPs. There was not a high turnover of staff.</p>	
<p><b>2. Key challenges</b></p> <p>Recent Healthcare Assistant illness had impacted upon appointments. A number of cancellations had been made, some quite last minute. VB apologised for the situation and said it might take a couple of months to return to normal, especially as one member of the team had long-term illness.</p> <p>There would be an impact upon the delivery of Covid and Flu vaccinations to Housebound patients.</p>	
The meeting closed at 7.40 pm. The date and time of the next meeting will be confirmed after the poll.	