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WOODLANDS & CLERKLANDS
 GP PARTNERSHIP

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Minutes of Patient Participation Group meeting

Meeting held on Thursday 17 July 2025 – Horley Baptist Church at 7.30 pm

In attendance from W&C: Vanessa Baker (Business Practice Manager), Denise Comper (Operational manager)

In attendance from the PPG: Geoff Lambert, Pat Lambert, Nicky Cameron, Marie Featherstone, Caz Williamson, Ajeet Panesar, Maggie Last (Secretary)

Apologies received from:
 Celia O’Connell, Joy Cross, Karen Schofield,

1. Introductions	Actions
<p>Unfortunately, Jay Lucan was unable to join the meeting as the Teams link would not work on her computer. She had been unable to join the previous meeting for the same reason. Francis Pole has left the group for personal reasons.</p>	<p>Investigate any issues with Teams VB/JL</p>
<p style="text-align: center;">2. Matters arising from the last meeting</p> <p><u>Services provided by the Practice</u> There had been some confusion previously over which services were provided by which Practice/ICB. For example, concerns had been expressed over who is responsible for the removal of sutures, care service provision and Freeze clinic services. VB had slides which clearly outlined the provision of all services provided by both Practices and which county was responsible for their availability. The slides also indicated those services provided by County Councils. Please refer to VB’s comprehensive Information Table attached with these Minutes, outlining these services. Hospital referral and ADHD/Autism referral services were touched upon in the meeting and details are included on the Information Table. It was suggested that a ‘How To’ video be available for patients.</p> <p>The information table will be run on the TV monitors in the waiting rooms and on Facebook and the Website so that patients would know exactly what was available.</p> <p>There were currently discrepancies between the Surrey and Sussex services and pathways. The Integrated Care Boards are merging and completion of the merger is planned for the end of the year at the latest. Previous issues for Clerklands patients with regard to which ICB provides which service will disappear. This information will also be available to see on surgery screens, the website and on Facebook. Sussex and Surrey Councils are not merging and they will continue to provide council services as normal. It was suggested that the 111 service would also need to be notified of these changes as their advice</p>	<p>VB</p> <p>VB</p> <p>VB</p>

<p>was not always based upon the available services and therefore not helpful.</p> <p><u>PPG Noticeboards at Woodlands, Clerklands and Westvale</u> A carpenter has been contracted to fit noticeboards at all Practice venues but the work will not be completed until Westvale is ready, which will be in September. The contractor has been employed to fit signage at all three places for maximum cost efficiency. The Westvale building work is now completed but legally the building will not ready for use until September.</p>	
<p>3. New Appointments System (You may also wish to refer to the May PPG meeting Minutes which also contain information about how the system will operate for patients).</p> <p>A provider has been selected and the implementation programme of the <i>Rapid Health Triage System</i> started in mid-July. Teams in surgeries have had a demonstration of the system. In August VB will send examples of communications to patients for PPG input. The system has already been adopted by Birchwood and Smallfield practices.</p> <p>Woodlands and Clerklands have opted for a long form system which asks for information via questioning based upon a set computer algorithm. The system has been approved as being clinically safe. Initially the system will be open for set periods (8 am – 6.30 pm) which can eventually be extended. After the series of questions and answers has been completed by the patient and submitted, the system will determine whether the need is an emergency, urgent or routine. It will decide who is most appropriate to manage the need: a GP, nurse or HCA. It may offer choices of GP, time and place. A maximum of two weeks in advance will be permitted for making an appointment. More than this can lead to failure to turn up. Long-term conditions appointments do not apply as these appointments are managed differently.</p> <p>The Practice is hoping to implement the system from 8 September. Patients will be notified four weeks before this date. The PPG may be asked to ‘test-drive’ the system. Suggestions were made as to how patients could be informed and initiated into the new system, such as an Open Day for demonstrations. An e-mail would be sent with links to short bespoke videos. The videos shown at the meeting, which were videos made by other Practices who had adopted the system, seemed to be rather rushed with not enough time to absorb the procedures. It makes good sense to produce a Practice video. The initial aim is to have 70% of the Practice population using the system and 30% applying directly.</p> <p>GPs felt that more and more people were being called in for face-to-face appointments from the current 8am telephone call system. They believe their workload can be better managed by the new system. Initially, Reception will continue to be really busy but should eventually reduce the patient interface. They have a lot of other duties to perform. Their job has become particularly stressful. More patients are in the 8am queue</p>	<p>VB</p>

<p>and it is becoming increasingly difficult to deal with them. The <i>Rapid Health System</i> takes the decision-making process away from the Reception team. The Practice is confident that many benefits are to be achieved overall.</p>	
<p>Additional news items: A question was raised with regard to complaints. VB said that there was a very small number of complaints with mixed focus. A Complaints Review Practice meeting is held annually in January. She would be able to share in non-specific details of the type of complaint.</p> <p>The meeting ended at 9.05 pm.</p>	
<p>Future PPG dates: The next meeting will be held in Crawley (date, venue and time tbc). A Teams link will also be available.</p>	