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WOODLANDS & CLERKLANDS
 GP PARTNERSHIP

Minutes of Patient Participation Group meeting

Meeting held on Wednesday 29 October 2025 – Clerklands Surgery at 6.30 pm

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

In attendance from the PPG: Joy Cross (Chair), Ajeet Panesar, Celia O’Connell, Maggie Last (Secretary), Mike Wickings, Caz Williamson, Bridget Powell

Apologies received from:

Karen Schofield, Marie Featherstone, Nick Cameron, Geoff and Pat Lambert, Peanut Jarvis

| 1. Introductions | Actions |
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| <p>Welcome to Bridget Powell and introductions from those attending the meeting. Jay Lucan has left the group as she cannot successfully join the meetings on Teams.</p> | |
| <p>2. Practice feedback from the implementation of the Rapid Health Triage System of booking appointments.</p> <p>Both Woodlands and Clerklands have picked up on a range of issues which will be taken into account through changes to the system. This process will be ongoing as the weeks progress. Many vulnerable patients have been supported by the Reception teams but the teams continue to encourage the maximum number of patients to attempt the process independently. Evidence from the first couple of weeks of the system have indicated that 67% of patients who wish to see a doctor have successfully obtained an appointment. Patients seem to be achieving what they want from the system. The Practice feels that the system is proving to be clinically safer, and the triage appropriate. Fewer appointments are resulting in qualitative time with patients.</p> <p>Telephone calls to Reception are fewer and queues have been halved, which means that calls are longer, but with no more time taken up. Completed online questionnaires are categorising the type of patient issue, two prevailing issues being ‘generally feeling unwell’ and MSK (14% of patient focus). As a result of these findings, improved access to the MSK Physio provision in surgeries will be organised. Women’s Health constituted 5% of the triage. Patients generally want to see a nurse who currently works two days at Clerklands and only one day at Woodlands. The use of the nurse and female doctors will be appropriately mapped to meet future patient demand. Follow up appointments may be made by the nurse so patients do not need to use the form to book.</p> <p>The system has caused significant change for the doctors, the day being more structured, although there is the potential for delay with the increased number of face-to-face appointments. This is being monitored.</p> | |

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| <p>The most common scenario presented by the system is that patients generally require an appointment within two days, not necessarily immediately, which is a further advantage of the system after the 8 am telephone call system, which could only offer an appointment or call for that day. Not all telephone appointment slots are being taken so these may need to be reduced.</p> <p>The system is being tweaked to accommodate the needs of patients with serious illness/advanced chronic conditions, who may require more consistency and continuity with a specific doctor.</p> <p>Reception staff agree that the extreme pressure of managing the 8am call system has been reduced.</p> <p>It is recognised that the new appointments system represents significant change for patients and it will take time to implement fully and successfully. It is also recognised that there will be some patients who will be particularly vulnerable with regard to using the system and strategies will be developed to meet their requirements.</p> <p>3. PPG feedback</p> <p>Members of the PPG had supported patients using the online form in surgeries during the first week of implementation and had subsequently sought feedback to support the Practice.</p> <p>Most of the discussion points raised by the PPG had been covered by Vanessa's feedback. A few additional points had been raised:</p> <p>Extension of the hours of use will be considered after a suitable period of implementation.</p> <p>The waiting room at Woodlands had been over full and extra chairs may need to be provided.</p> <p>It was suggested that named receptionists could be provided for people who have significant problems using forms and paperwork, with a team of named doctors.</p> <p>Additional training meetings may be required.</p> <p>The addition of Rapid Health 'how to' pages on the rolling screens in surgeries could be very useful supports.</p> | |
| <p>4. Additional Agenda items:</p> <p>Communications between Reception staff and patients:</p> <p>An issue had arisen whereby a patient had felt that a sequence of personal medication queries had not been dealt with in a suitably respectful or sympathetic way by a member of Reception. Responses had been curt and unclear. Different approaches are required.</p> <p>Text reminders of appointments:</p> <p>The point had been made that some patients with multiple medical needs and conditions need to have appropriately referenced and specific text reminders so they know what the appointment is for.</p> <p>Administration fees for completion of medical certificates to support insurance claims:</p> <p>A fee of £50 for completion of a certificate was questioned. Private work fees had not risen for quite a while. The forms are completed within 30 days and are deemed as private work for which a fee is required. The insurance company should cover the cost of the fee.</p> | <p>VB will feedback</p> <p>VB will feedback</p> |

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| <p>Notice boards in surgeries: Notice boards will be installed across all surgeries once Westvale is officially opened, as will Suggestion Boxes.</p> <p>Radio in the waiting room: It was suggested that a radio playing music at a low volume could be a good idea. Further discussion required.</p> <p>Minutes of PPG meetings: Minutes will be sent out as a draft to PPG group members and will appear on the website after any changes made and approval by Vanessa.</p> <p>Email/contact address for PPG: A separate PPG contact address will be established and administered by the Chair and Secretary.</p> <p>Pictures in the surgeries: It was suggested that some pictures be put up in the waiting rooms to cheer them up, possibly children's artwork from schools. This would require further group investigation and Joy said she would be happy to contact schools.</p> <p>Mobile phone use in the surgery: It was suggested that a notice be put up requesting that patients do not conduct private telephone calls in the surgery, which are deemed to be intrusive.</p> <p>The meeting ended at 8.15 pm</p> | <p>VB</p> <p>VB</p> <p>JC</p> <p>Reception teams</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> | |