



# WOODLANDS & CLERKLANDS GP PARTNERSHIP

## Minutes of Patient participation Group meeting

Thursday 26<sup>th</sup> February 2026 – Horley Baptist Church

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

**In attendance from the PPG:** Joy Cross (Chair), Celia O’Connell (Vice Chair and minutes secretary for this evening) Caz Williamson, Bridget Powell, Wendy Stoner, Steve Plowman, Sharon Munro

**Joining via Teams:** Jay Lucan

**Apologies received from:**

Maggie Last, Ajeet Panesar, Hannah Millsted-Bowdery, Geoff & Pat Lambert, Michael Wickings.

1. Introductions	Actions
<p>I would like to introduce and welcome three new members to the PPG Committee. They are:</p> <p style="padding-left: 40px;">Wendy Stoner Steve Plowman Sharon Munro</p> <p><b>2. Matters arising from Minutes of the last meeting of the PPG</b> Westvale The plan for practice provision at Westvale is still proceeding. The developers are still to sign the property over to Reigate Council and then they will sign it over to Clerklands. There will be two treatment rooms and a small waiting area. It will not always have a doctor on duty but may be used for clinics.</p>	
<p><b>3. Update on Performance of New Booking System.(Rapid Health)</b></p> <p><b>October</b> - after four weeks the system had gone well and no-one had been turned away. It was a win win for all. Some patients did find it difficult to fill in the form.</p> <p><b>November</b> - The surgeries had issues with colds etc and sickness in children increased by 30%. In the first two weeks staff sickness was high and where the doctors had previously come into 60 or so messages in their inbox, these increased to 150. This was really overwhelming for them. At this time the surgery decided to only leave Rapid Health open between 8.00am to 6.00pm. This helped and these are still the hours being used.</p> <p><b>December</b> - This was a challenging month as it is every year with an increase in seasonal colds etc and staff sickness.</p> <p><b>January</b> - This is much better and the Auto booking Service has had capacity.. At the end of the day there have still been appointments available. Children requests have also reduced. The PST (Patient Service Team) are still encouraging patients to fill in the form. If patients can do it they should as otherwise they are taking time and help away from the people who really cannot do it. VB advised they are looking at a way to put a note on the patients screen to reflect those who are unable to complete the form and the PST will assist them instead of asking them to try and complete the form themselves.</p>	<p style="text-align: right;">VB / DC</p>

<p>Some patients have said that the form is longwinded, and you can't say what you want. The practice is looking into making this easier with the possibility of a free text box to be added soon.</p> <p>In the question-and-answer section you can ask a question on there. People need to be shown how to do this and Joy suggested the PPG could help with this. Vanessa stated that there is to be some more intense training for staff with role play.</p> <p>There is also a disability training E-Learning. Steve has offered to come in and talk to staff about dealing with patients with sight and hearing problems. The Government are encouraging everyone to book appointments online and to that end, Rapid Health will soon be available on your NHS App.</p> <p>Most of the clinicians have found the new system really good. They were concerned originally about wait times but only one of the GP's has struggled. This then caused the staff to struggle when patients were delayed. Hopefully this is now under control.</p>	<p>VB / SP</p>
<p><b>General Updates</b></p> <p>There has been an increase in complaints, but Vanessa has checked, and this seems to be the same throughout Crawley – partly down to the season. The practice recognises that there are issues, and they hope to improve this. The practice has 17,200 patients and the new system received 8 complaints in December and January.</p> <p>Vanessa agreed that the surgery needs to make some changes and there will be additional training with staff to put the patient first.</p> <p>Access is working well with Rapid Health operating from 8.00am to 6.00pm. If there is no appointment available, you will still get a response. Some challenges still need to be met. 30% of patients still cannot book themselves and they need to look at why these people cannot do this.</p> <p>Some patients seem to think that phoning in will be quicker however the staff still have to work thorough the same form, so no time is saved.</p> <p>The i-pad got a bit overwhelming for staff and it has now been decided that they will only show people who would be able to do this in the future. If a patient will never be able to use the booking system themselves, it will be done by reception.</p> <p>Vanessa has found that patients with Learning Difficulties or Mental Health issues do not attend their Annual reviews. Below 50% attend so at the end of April to the beginning of May she intends to send out a survey to find out why they do not attend. Sharon and Caz may be able to help with the language used so will liaise with Vanessa direct. There are 120 patients on the register with Mental Health Issues and 174 with learning difficulties. If a patient does not attend the annual review, the practice may reduce the amount of medication they can order in a bid to try and get attendance with a doctor.</p> <p>Vanessa would review the business plan at the next meeting as the practice had only just received the new NHS contract and needed to digest that first. They feel that they have kept on track with last year's plan.</p> <p>The practice is in the process of recruiting two receptionists, one HCA and one fixed term HCA</p>	<p>VB / CW / SM</p>

**Questions**

Q. Can we have more telephone appointments?

A. The appointment system had started with 30% of the appointments being for telephone appointments but as these have not been used, the doctors have only one telephone appointment a day now. If you would like to use this you must book an appointment as normal and then phone the surgery and ask if it is possible for it to be changed to a telephone appointment

Q. Follow-up Appointment process.

A. If a patient should require a follow up appointment, the doctor can rebook this if it is within 6 weeks. If it is longer than that, the patient needs to book this on the system. They can call the surgery and as long as the doctor has put a note in their records, PST will be able to book for you. If the doctor has not updated your record with this request, you will need to book through Rapid Health. You will need to check the system to ensure the appointment is with the doctor you require.

Q. What do you need to do if you require medication for a longer period – i.e. if on a holiday during the time you would re-request prescription?

A. If a patient requires medication for a longer period, it is up to them to order these in good time and explain in the notes why you need them in a larger quantity.

Q. Issue with not being able to get a repeat prescription for an item that had not been ordered for a long time.

A. If this was requested just after a yearly review, they would probably issue it however, if you had not been seen for a while the medication would need to be reviewed by a doctor before this could be issued.

Q. How long should the response to a question take on the system?

A. Everyone should receive a response within 48 hours, but most questions are answered within a day.

Q. Patient not being able to have routine blood test until April. Why is this?

A. This is due to staff shortages and one staff member is on long term sick and at the moment they require a 5–6-week lead time. If this is a problem the PST can send through a link to book the test at the hospital.

Q. Request of routine injections.

A. Injections can be re-booked on the Q&A part of Rapid Health if it is not your first appointment. If it is your first appointment this would have to be booked with a doctor as there needs to be an assessment of your requirements.

**PPG updates**

There are now Notice Boards and Suggestion Boxes available for us at both surgeries. Joy to arrange when these will be emptied and processed by the group and what the process will be for a response. The notice board is just for us so we need to decide what we would like on there. Caz has offered to create a poster to start us off. Vanessa is checking out an email address we may be able to use.

Art Competition – We are still looking for suggestions for the schools who would be interested in a competition for art work to be displayed in the surgeries.

VB / CW / SM

JC / CW / VB

Suggestion made that a member of the PPG to spend time in the surgery (blood test days are good for attendance of patients) to get their views. This would be good a week or so before our meetings.

Vanessa would like our help as a group with open evenings in September at each of the venues. She hopes to have desks for Wellman, Wellwomen etc.

As no GP was available this month or last meeting, Vanessa has said that we will have someone at the next meeting.

**Next meeting will be held in May at Crawley (venue to TBA) at 7.30pm.  
This will hopefully allow more of the PPG to attend**

Meeting closed at 8.30pm

JC