



Woodlands & Clerklands

PPG – July 2026



Updates

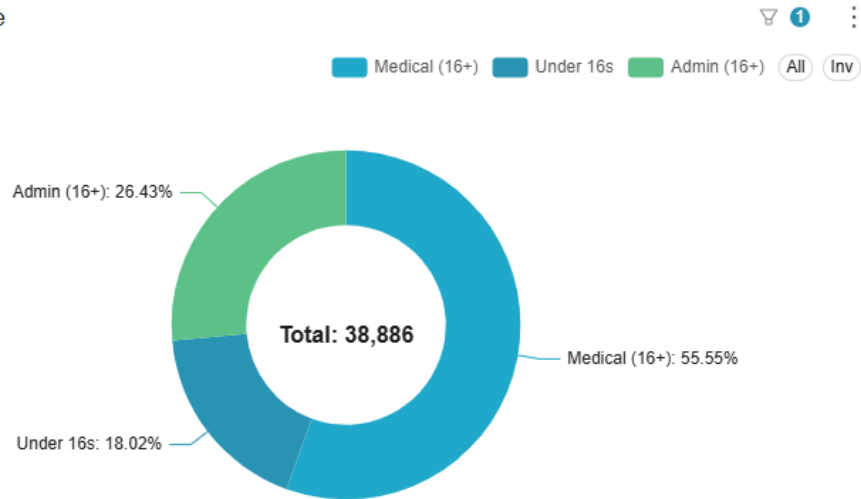


- Rapid Health
- Friends & Family Survey
- Home Visit – Not present letters/policy
- MH & LD patients survey to understand non attendance of annual reviews
- Staff Update
- Westvale
- Woodlands Surgery extension

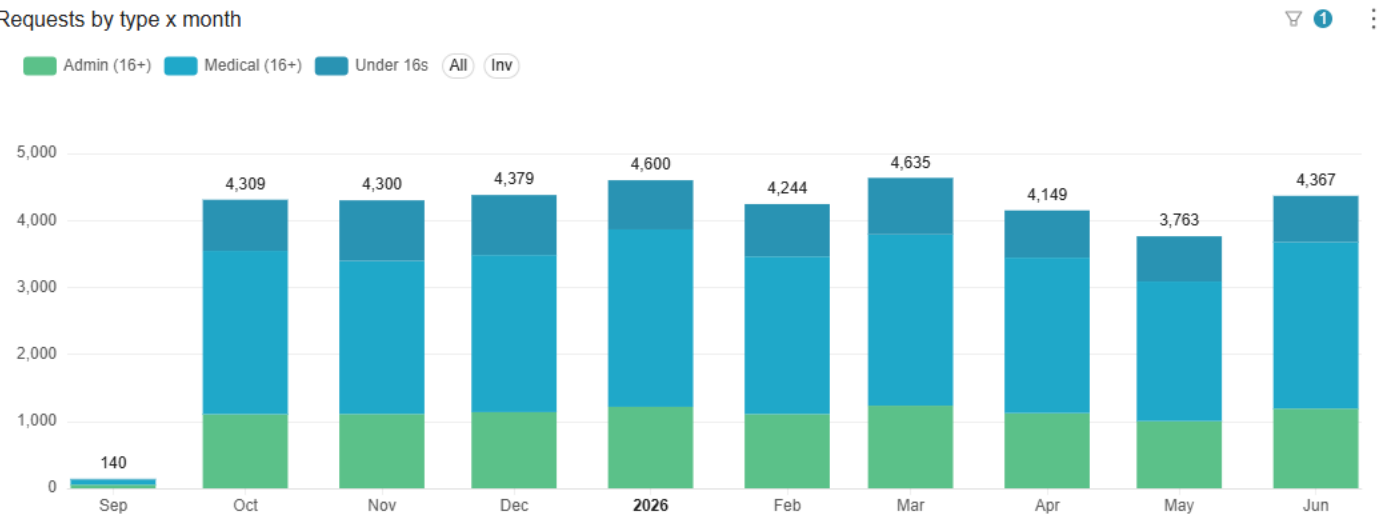
Patient Demand



Requests by type



Requests by type x month



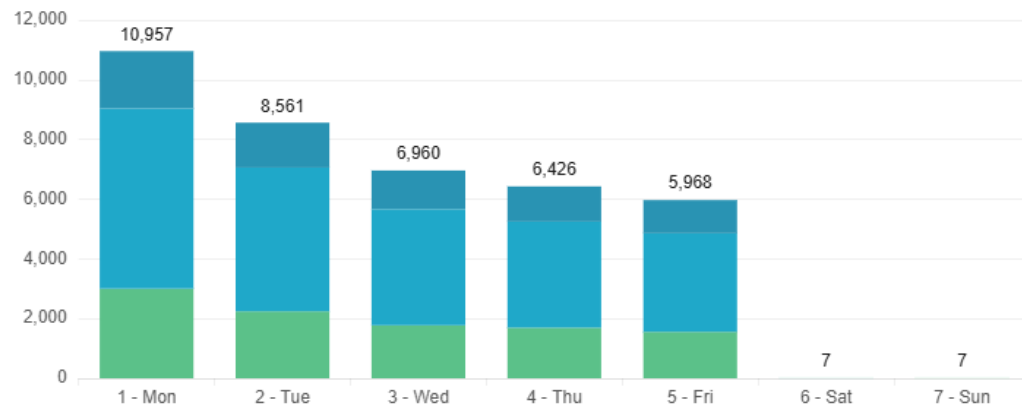
Patient Demand



Requests by type x day

1

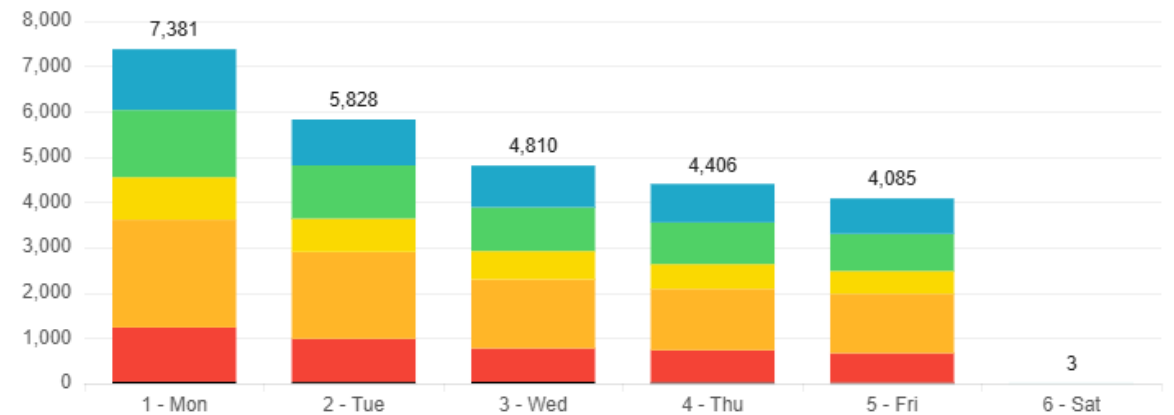
Admin (16+) Medical (16+) Under 16s All Inv



Medical requests by urgency x day

1

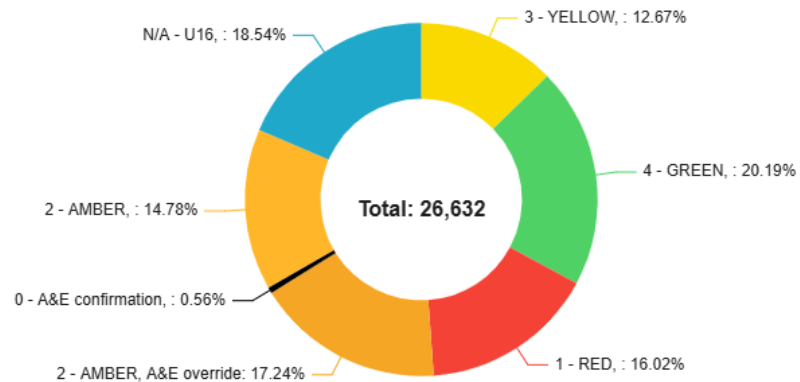
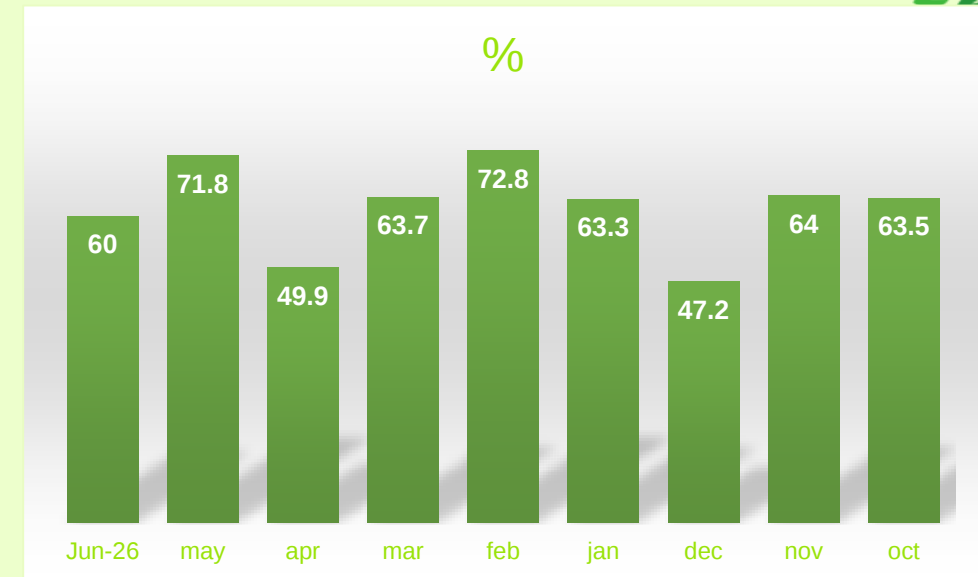
0 - A&E confirmation 1 - RED 2 - AMBER 3 - YELLOW 4 - GREEN N/A - U16 All Inv



Selfbook & A&E



- Automated better when demand slightly lower when Bank Holidays in the month, e.g December & April
- Impacted by GP sickness and annual leave, e.g December



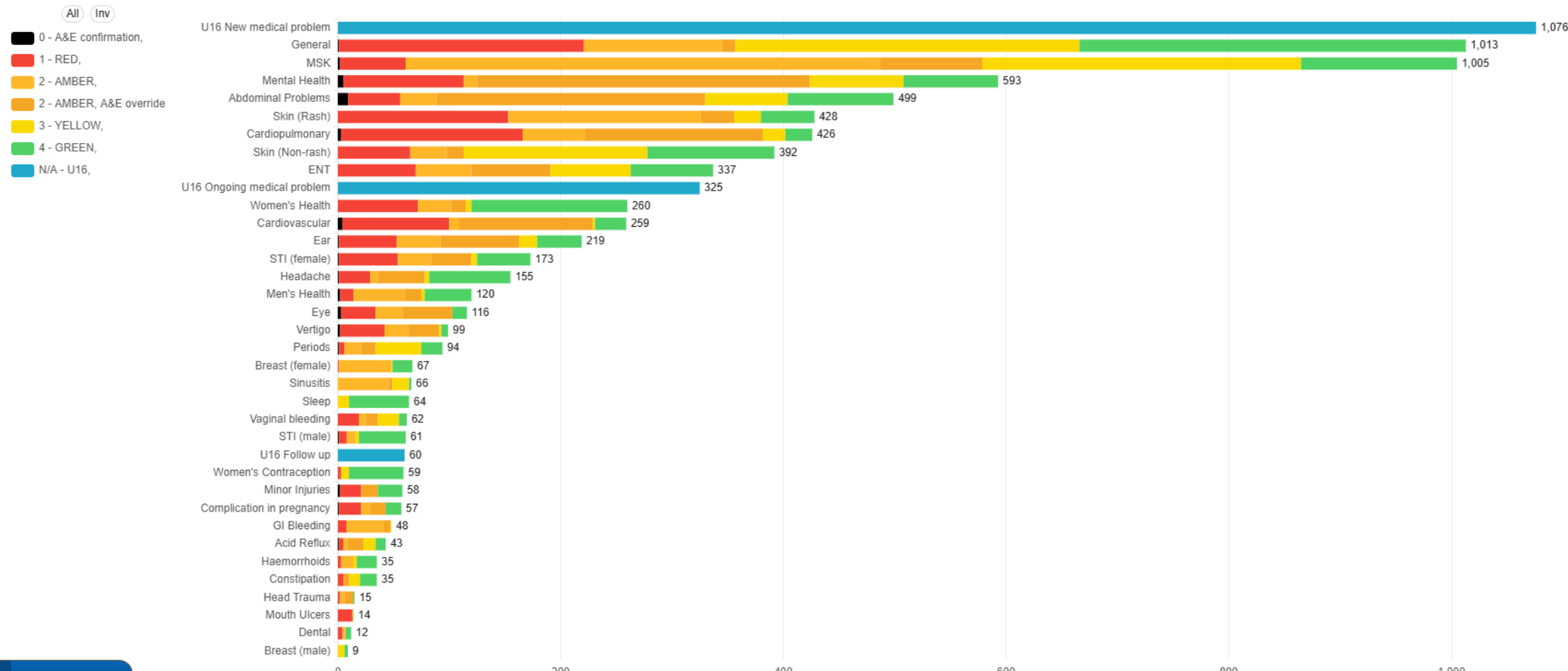
3 - YELLOW, 4 - GREEN, 1 - RED, 2 - AMBER, A&E override, 0 - A&E confirmation, 2 - AMBER, N/A - U16, All Inv

- 4,592 were suggested to go to A&E but chose to wait for a GP call/apt
- 149 took advice and went to A&E

Patient Demand



Medical requests by pathway x urgency

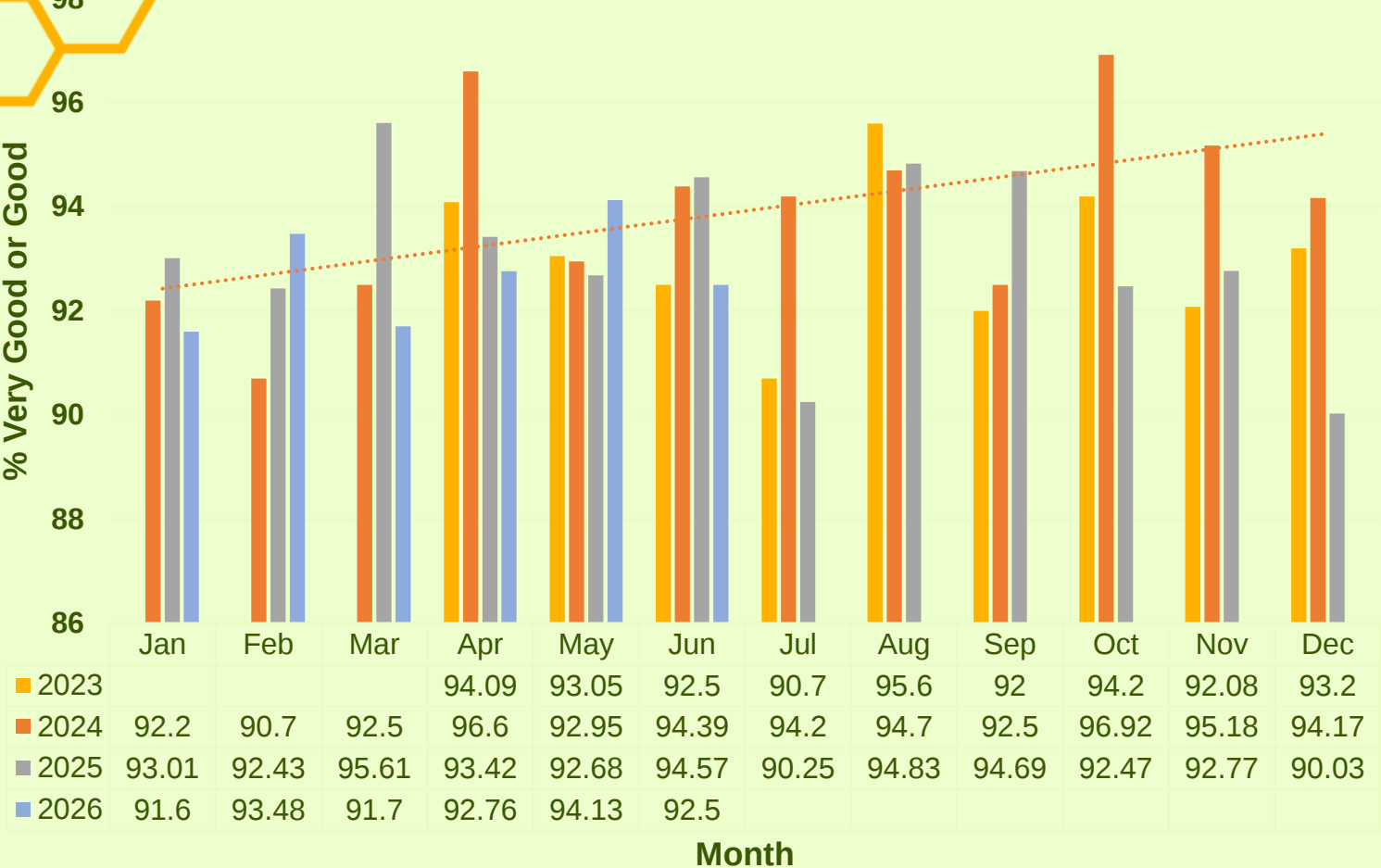


Use of Rapid Health Admin

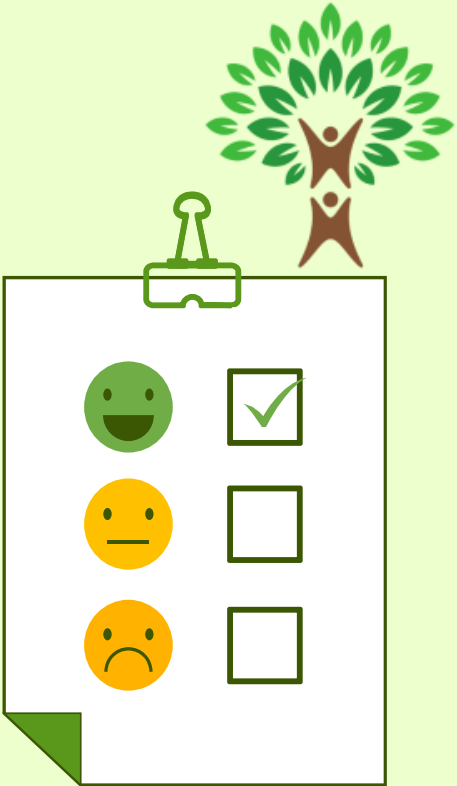


- Group discussions with PST and Clinicians to clarify how we can better use Admin section
- Draft overview for patients
- Please give feedback on any other types of queries
- Once signed off by Partners a July campaign of comms will start to patients via web, social media, letters, texts

Friends & Family Survey



2023 2024 2025 2026 Linear (2024)



June Feedback



I was expecting a gp call, there was no withheld calls on my phone but said they tried to ring. I was on hold for 20 minutes to be told the gp won't ring back to book another appointment which is in 2 weeks time not happy

Didn't feel I was listened to, and thought Dr was very rude, I felt because of my age, it was go away and be grateful your still here.

Appointment was 30 mins late due to doctor being late for work. I was first patient at 9.40 but finally had my appointment at 10.10. I was having coil fitting, I was on the bed laid down and in between getting my coil doctor was talking about her car being so dirty she could see through her window screen because she was driving around the back of east Surrey hospital to the nurses. This all while doing my coil to the point I got really bad cramp and was in pain that in the end failed to fit even though I had one before and a baby in between. I waited 4 months for this appointment, I end up bursting into tears on my way home (hormonal more than likely) once I feel a little better I will book with the sexual health clinic.

Because the online booking system is not user friendly. It gives no facility for explaining.

The doctor was rude, wasn't bothered about why we were there, didn't even acknowledge my son, he was 50 mins behind appointment times and didn't apologise for the wait. Honestly I am disgusted!

I was expecting a call from a doctor, but no one called

I was not called and did not have an appointment. Yesterday I missed my phonecall as the Dr phoned outside of the window I was provided.

Appointment was 8.30 didn't get seen till 9.00

Waited for 30 min for my appointment which was late

Home Visit - Not Present



OUR HOUSEBOUND CRITERIA

- *We are proud to offer services through our Housebound Team, making visits to patients in their homes when they are, in the medium to long-term, unable to access normal services at the surgery.*
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- *Providing a Housebound service to patients on the Housebound Register requires more clinical time and resource, therefore a clear criteria for the Housebound Register has been created to protect access to appointments for all patients. It also ensures we are providing routine clinical appointments in the home setting only when it is appropriate.*
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- *A patient is housebound if they are unable to leave their home at all, or if they require significant assistance to leave the house due to illness, frailty, surgery, disability, mental ill health, or nearing end of life. For these reasons a person who is housebound would be unable to receive their healthcare in a GP practice or Clinic.*
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- *An individual will not be eligible for the housebound register if they are able to leave their home environment on their own or with minimal assistance to visit public or social recreational public services (including shopping or Hospital Appointments).*
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- *It is acknowledged that an individual's needs may change and therefore eligibility for a home visit will be reassessed on a regular basis.*
- *Patients may be placed on the Housebound register temporarily if related to surgery,etc.*
- *Patients assessed as not meeting the criteria for housebound will be expected to attend a clinic or surgery setting for planned appointments*

Home Visit - Not Present



- District Nurse criteria very strict and they remove from their care on 1st non present visit or if they see patient and believe they are able to attend surgery.
- 1st visit non attendance letter
- 2nd visit non attendance letter
- 3rd visit removal



MH & LD Patients



- See stats and example of questions
- Should we do as a telephone survey, written or text
- Whats your thoughts ?

Staff Update



- Currently 8 Partners & 4 Salaried GP's = 70 sessions
- Recruiting an additional GP for a fixed term contract till 31st March, to cover winter – 6 sessions (30hrs)
- Additional HCA 30hrs per week - Susanna Hickman
- Replaced Long Term Sick HCA with fixed term contract – Stacey Taylor
- Additional HCA fixed term contract – Oby Onyinye
- Discussions taking place for succession planning & increased need for Diabetic Nurse



Premises Update



- Westvale
Building now owned by Council and now proceeding on our Lease, no timeline
- Woodlands
Gained funding from NHSE for extn, L-shaped from back of building across car park
4 extra clinical rooms
Tender, Business Case, Planning, hope to start by end of this financial year