

Patient Participation Group Quarterly Meeting

Date

Wed 27 Aug 16:00 - 17:00

Location

Boardroom

Confirmed attendees

Sarah Lamb, Jacqueline Jacobs

Other Attendees

P. O'Riordan (Patient), S. Sumner (Patient)

Details/Agenda

- Welcome

- Minutes

- Action log

- Practice Update (Welby and Flu)

- Contract changes in October

- Patient Feedback

- AOB

Minutes

- Welcomed a new member to the Group - Mr O'Riordan and all introduced ourselves

- Apologies received from members unable to attend.

- Discussed previous meeting minutes and actions from this - the main two takeaways being running a session in reception for digitally challenged patients, and the PPG being involved in a key NHS campaign. As only two Group members in attendance today, to roll this action over to the next meeting in November to focus on a January campaign.

Workforce

- Lots of recruitment and change in the Practice since we last met.

- 2 new receptionists Janine and Clare - discussed the training programme for this role, both bring different experiences with them

- Jacqui - long term reception manager has left, Hayley promoted from Deputy to Manager. Lynsey promoted from Receptionist to Deputy.
- 1 new administrator joining us in October
- HCA Megan has left, not replacing yet as unclear what we need due to changes in contracts in GP services so need to take stock.
- 1 new nurse Melissa. Came to us from Grantham Hospital. Currently learning everything there is to know about the world of nursing in primary care - different focuses from secondary care.
- 2 new Salaried GP's - Dr Ravi Indluru and Dr Samson Sapele
- JJ explained the structure of the GP Partnership - 3 Partners - Dr Pilbeam "Senior Partner" but we do not operate in a hierarchical way, the Partners work very collaboratively.
- 3 new GP Registrars (trainee GP's) - 1 on a phased return as recently had an operation so hasn't officially joined us yet, but Dr Desire Ojie and Dr Joyce Kilingdat are with us for 1 year as part of their GPST3 rotation before their final exams.

Flu & Covid Clinics

- We will be holding some "Super Saturdays" in October (11th, 18th, 25th)
- 11th will be 75+ flu and covid, then the other dates will be flu only.
- Children will be done in the week
- Nicola (Lead Nurse) will visit care homes and do housebound patient's.
- On the back of discussing workforce, Mr O'Riordan felt it may be a good idea to communicate with the wider patient population what our GP numbers look like on any one day.
- We explained that this can vary and agreed may have some benefits in communicating this.
- This goes hand in hand with "DNA's" (Appointments patients Did Not Attend) - we used to showcase this data each month but did not see any improvement in the figures.
- Mr O'Riordan is keen to see the Practice phone data. Mr Sumner agreed that this was interesting to see in the last meeting and it would be good to monitor any changes in trends.

Welby Innovate

- JJ explained that Welby Innovate is an algorithm-based tool built into our clinical system (SystemOne). It works a bit like a safety net, as it constantly scans patient information in the background. In the past, we relied on individual clinicians to notice patterns and join the dots, but this system helps to highlight them automatically. This makes the practice more efficient and ensures patients get the right care more quickly
- Mr Sumner brought up a personal experience that he and his family had had where they had received an SMS message which wasn't really suitable / appropriate given the circumstances. Acknowledged the teething problems around text messaging. JJ explained that whilst the system is 99% accurate, patients should take a common sense approach and ignore anything they receive that doesn't seem appropriate or sensible.
- We looked at the "Minnie Mouse" test patient on SystemOne and JJ showed the group how various aspects of Welby Innovate function within it from appointment booking to recall management.
- We are 2/3 way through rolling out the pathology module. This is very useful as it provides an overview of everything going on with a patient and saves the clinician having to scroll through their whole medical record to find what they need.
- We then looked at SystemOne reporting and the Welby Innovate reports that are run to determine what actions are needed within each patient's record - there are ALOT of different reports! Hence the need for a new administrator to manage this.
- JJ explained that the system knows if patient's don't have a mobile number and this will prompt us to send a letter instead.

- A lot of positive benefits so far with this new system, making us more CQC compliant and making us better and more efficient overall.
- Welby Innovate should be fully operational by Christmas.
- We are rolling out the prescribing module next.

Changes to GP Contracts 2025/6

- As of 1st October 2025 askmyGP will remain open between 8am-6.30pm for non-urgent requests. JJ has a meeting with our askmyGP provider soon to see how we will manage this change. A bigger discussion will then be had with the Partners about how this is implemented and managed.
- GP Connect will be turned on to allow pharmacists to access and update patient's records.
- NHS providers and private providers are to have read-only access when explicit consent has been given by the patient. This is being brought in to move towards being more safe and effective as agencies will have access to more information to help them join the dots with individual patient's care and their history.

Feedback from Group members

- The patient toilet on the ground floor is too low, would benefit from a grab handle
- Discussed care homes and assisted living accommodation (Brick Kiln Place) and personal experiences of these, as well as the role of our PCC's and how they have in the most part become a frailty team with their regular ward rounds etc. This is helping to bridge the gap between GP practice and care home. GP trainees also visit care homes a lot as they have more capacity to do so. Also discussed that each care home is allocated to one GP practice, giving good continuity of care to its patients residing there.

Date of next meeting to be confirmed but will aim for early November bringing it forward a couple of weeks.

Actions

- SL to contact Mr Pick to see if he would be interested in running a morning or afternoon session at the Practice for patient's who are digitally challenged to assist them with AMGP / NHS App
- Bring forward November's meeting by a few weeks if suits majority of members
- Agree on a campaign to focus on and promote in January (add to November meeting agenda)
- To look at how we may communicate GP appointment capacity / DNA figures again
- Collate phone data again for next meeting (create standard agenda item for this)
- Grab handle for ground floor patient toilet (JJ to add to refurb list)
- JJ to get the numbers of how many veterans and severely vulnerable patients we have - to email out to group prior to next meeting
- Add Complaints to next meeting agenda (look at particular themes)

Associated documents:

- [Patient Participation Group Quarterly Meeting \(26/02/2025\)](#)
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- [PPG update 27082025\(0\).pptx](#)
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