

## **Wychbury Medical Group Patient Participation Group (PPG)**

**03.06.25**

### **Agenda**

| <b>Item</b> | <b>Overview</b>                                              | <b>Lead(s)</b>                   |
|-------------|--------------------------------------------------------------|----------------------------------|
| 1           | Welcome and apologies                                        | Lesley Jeynes-Bates              |
| 2           | Minutes/Notes, actions and matters arising from last meeting | Lesley Jeynes-Bates              |
| 3           | Online Triage Satisfaction Survey Results                    | Sarah Reid                       |
| 4           | Practice Update                                              | Sarah Reid                       |
| 5           | Vice Chair Role                                              | Lesley Jeynes-Bates              |
| 6           | Terms of Reference                                           | Lesley Jeynes-Bates              |
| 7           | PPG Action Plan                                              | Lesley Jeynes-Bates / Sarah Reid |
| 8           | Any Other Business (AOB)                                     | Lesley Jeynes-Bates              |

### **Attendees**

#### Members

- Katie Flitton
- Mavis Godsby
- Lesley Jeynes-Bates
- Amy Leathard
- Laura Piddock
- Gloria Priesy
- Chris Read
- David Smith
- Jill Ward
- David Whyley

#### Surgery representatives

- Sarah Reid (Practice Manager)
- Dr Rebecca Willets

### **Meeting Notes**

#### **Item 1: Welcome and apologies**

- Apologies were noted from the following members:
  - Simon Bradley
  - Stephen Bradley
  - Sandra Doherty
  - Kathleen Hancox
  - Sue Richens
  - Lesley Hunter

#### **Item 2: Previous minutes and actions**

- The PPG agreed that meeting minutes should be accurate and agreed by members.
- The PPG agreed that the minutes from the previous meeting were accurate.

- It was suggested and agreed that attendees should use name cards in meetings to aid communication.

### **Item 3: Online triage survey results**

- The Practice has been collecting feedback from users of the triage service available online.
- Feedback has indicated that the goal of reducing pressure on reception staff and services is working.
  - 86% of respondents reported being very satisfied with the services.
- Common reasons cited for dissatisfaction included:
  - Lack of flexibility
  - Communication challenges / nuclear process
  - System / process fails
- It was flagged that the Integrated Care Board (ICB) is encouraging the process of triage as online appointments are being phased out, so the Practice is encouraged by the positive feedback received.

### **Item 4: Practice update**

- A new nurse, Grace Healy, has recently joined the Practice and is progressing through training. Grace is a qualified nurse from critical care, moving into primary care.
- A vacancy for a new GP has been advertised. This is a replacement role, not a new, additional resource.
- Funding has recently been secured to invest in facilities at Cradley Road surgery. The Practice leases the building from NHS Property Services. The funding will enhance the reception area, toilets, and waste storage facilities.
- The surgery flagged that it is planning to hold a collection for the Black Country Food Bank during the last week of June. Boxes will be in reception and a request for donations from patients will be made.

### **Item 5: Role of Vice Chair**

- As David Whyley had previously applied for the role of Vice Chair, the Chair requested that he fulfill the role on behalf of the PPG.
- This nomination was supported and approved.

### **Item 6: Terms of Reference**

- The need for PPG Terms of Reference (ToR) and/or a constitution was discussed.
  - Terms of Reference (ToR) are clear and specific guidelines that outline the purpose, scope, and responsibilities of a group.
    - The ToR could specify a sub-committee format.
  - A constitution is a formal document that defines the principles, structures, and rules for decision-making within a group.
- The current quorum for the group is five people, and there are specified time limits for roles, including the positions of Chair and Vice Chair.
- The PPG should reflect the practice's demographics. Recruitment of new members is crucial, with a limit of twenty members at any time.
- A working group was established and tasked with drafting a constitution that defines the purpose of the PPG.
- The Practice should review this and incorporate feedback appropriately.

## Item 7: PPG Action Plan

- The Chair flagged that an Action Plan had been previously drafted for the PPG. Some targets within this plan are in progress while others have no timeline noted.
- The Chair proposed some immediate targets to be completed within the next six months. These included:
  - Raising the profile of the PPG on the Practice website
  - Developing and sharing feedback (you said, we did)
  - Creating a PPG noticeboard for each surgery
  - Developing specific task groups to support and drive targets.
- The Practice welcomed support from the PPG with addressing feedback from the National GP Patient Survey which is expected in June 2025.
- The PPG decided that it could not develop and informed Action Plan until the Constitution and Terms of Reference were drafted and agreed, and the findings of the National GP Patient Survey had been received by the Practice.

## Action 8: AOB

- The need to ensure inclusive communication for all patients was flagged and it was agreed that this discussion should form part of the next PPG agenda.
- The next meeting will be Tuesday 9 September 2025 (1830-1930).

## Decisions

| Reference | Decision made                                                                                                                                                                                                                 |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D1        | Meeting minutes should always be accurate and agreed by members.                                                                                                                                                              |
| D2        | The previous minutes were agreed.                                                                                                                                                                                             |
| D3        | David Whyley will act as Vice Chair for the PPG.                                                                                                                                                                              |
| D4        | The PPG should have a constitution. This could be supported by ToR.                                                                                                                                                           |
| D5        | Lesley Jeynes-Bates, David Smith and David Whyley will form a working group to develop a draft constitution. This draft will be shared with the Practice Manager and PPG members for feedback at the next meeting (09.09.25). |
| D6        | The PPG will develop an Action Plan once the Constitution (and Terms of Reference) are agreed, and the findings of the National GP Patient Survey have been received by the Practice.                                         |
| D7        | Inclusive communication will be discussed at the next PPG meeting.                                                                                                                                                            |
| D8        | The next meeting will be Tuesday 9 September 2025 (1830-1930).                                                                                                                                                                |

## Actions

| Reference | Action                                                                                                    | Owner                                              | Due date |
|-----------|-----------------------------------------------------------------------------------------------------------|----------------------------------------------------|----------|
| D1        | Ensure every attendee has a name card at the next meeting.                                                | Lesley Jeynes-Bates                                | 09.09.25 |
| D2        | A constitution for the PPG will be drafted and shared with members and the Practice Manager for feedback. | Lesley Jeynes-Bates<br>David Smith<br>David Whyley | 29.08.25 |