

Woodbridge Hill Surgery

Patient Participation Group Meeting

01/07/25 6.30pm Zoom

Attendees: Michelle Harcus (Practice Manager), Dr Aumran Tahir, Dr Tarek Radwan
Members of the PPG Group

Apologies: Marie Purchase (on leave)

Agenda Item	Discussion
Action Log	The practice is still looking at notice boards.
Meet the new Partners	Introduction from new partners: Aumran met Simon over 20 years ago – he was his mentor and he took part in research work. Both Partners have known each other and worked together for approx. 30 years. Both have been GP's in London for 20 years in a very challenging environment. Aumran is now Clinical Director for the PCN, he is happy with ICB relationship and thinks the future looks great.
Digital Inclusion	The practice is exploring partnerships using digital tools. They are looking at developing Digital champions within the practice. This needs to be co-designed and developed with patients. PPG involvement possible 1 hour session morning or afternoon. After some discussion it was thought that PPG attendance at the flu clinics to talk to the patients would be beneficial to get feedback. The practice will develop a questionnaire and share with PPG for feedback. Posters attract a wider group but what works best for patients? What goes on the poster – do we add a QR code – needs anonymity as it will involve patient information. Grace has experience in promotion and is happy to help. The PPG is keen to get Student involvement and the practice agreed to reach out to the Uni to see if this could be a student project.
Website Design Feedback	Some patients contact the surgery too frequently – it is a social issue which could be related to mental health. Meaningful engagement with services is important. Improve website design, layout, accessibility and make this easy to understand.
Prescribing QI feedback	Aumran explained that it is important that we get patients ordering medication properly. There is currently a £100m overspend due to Medication errors. This particularly involves Salbutamol inhalers (combination inhalers) to control asthma – we have 61 patients ordering 10 inhalers p.a. The practice will be performing a Quality Improvement review of these patients.
Staff Update	One new nurse – Karen Advance nurse practitioner due to start full time in September – 120 additional appointments per day 4 trainee Doctors are starting in August Jamie – started maternity Leave Juliette – has retired Business Admin – apprentice due to start in September.

Any other business?	There was a question about routine annual reviews. The Partners explained that urgent cases are being prioritised. The recall process was explained, with blood tests etc needing to be reviewed by a GP before recall. The practice have to wait for results so appointment cannot be made until after they are back. There are currently 700 diabetic patients reviewed annually – 53% normal 47% called in to be reviewed again. The Practice does not want to overwhelm system with patients who's results are normal when some patients have high blood pressure and are at risk of stroke etc. We discussed photo board idea – which is supported and use of the TV – which Imran will look into. Recruitment drive to take place at the Flu clinics this year. Anne agreed to attend, dates and times to be agreed.
Date of next meeting	Tuesday 9th September – will be face to face meeting – we will alternate meetings with zoom – Agenda sent out at least one week before

Actions:

Action	Who	Outcome
Photo Board to Practice	Michelle	
Look at TV in waiting room	Aumran/Michelle	
Recruitment drive for PPG	Michelle/Anne/Grace	
See if PCN is keen to have a joint PPG meeting	Michelle	
Reach out to Uni to see if interested in project of improving digital access	Michelle	
Develop questionnaire for Digital and Access feedback	Aumran	