MINUTES

Patient Participation Group

23rd June 2025

Present: Christine Gosling

Rhonda Hewitt

Rosemary Bodley

Sinead Molloy-Walsh – Practice Manager

Julia Hall – Reception Manager

Louise Wells -PCN Manager

Meeting Commenced at 11.10

1. It was discussed how members of the PPG would be able to volunteer to help with admin/practical duties in the Surgery.

It was suggested that they attend the surgery and give advice on how to download and use the NHS app and to explain the benefits of this to patients. It was agreed that the PPG would run a session where patients can bring their phone/ipad or other device to the surgery where they would explain how to download and use the app and the benefits of doing so, e.g view test results, prescription status and information. The first session will take place during Time To Learn on 2nd September, where the surgery doors would stay open for this only. Chris will design a poster and the event would be publicised on Facebook the TV screen and around the surgery.

Also, helping with the queues by assisting in the checking in process using the checking in machine and demonstrating how to use this to the patients. It was agreed that Mondays are a key day where this would be most beneficial as this was the busiest day, with the rest of the week being less busy. Rhonda will attend the surgery around 9.00 -9.30 for a couple of hours on 30th June to help with this. If there are any other volunteers who would be able to attend on other days please contact Chris directly.

As they will be spending time in Reception it was requested that the PPG were supplied with badges – Sinead will arrange for volunteer badges to be made available.

1. Sinead advised the meeting that GP appointments are no longer available to book online because no triage has been performed which has led to inappropriate bookings being made. It is now policy that online appointments will only be available for those appointments that do not need to be triaged.
2. The issue of patient DNA’s was addressed and Rhonda asked if there was anything the PPG could do to help in this regard. Sinead advised that the policy is that once the patient has DNA’d 3 times they would receive a warning letter, however, her workload does not allow this at the moment. Due to data protection it was not felt that this was something the PPG would be able to help with at this time.
3. Chris will try to arrange for Citizen’s Advice Bureau and COPD group to use the reception area for drop in clinics – Julia will provide Chris with suitable dates.
4. PPG newsletter – It was agreed that this would be issued every 3 months. This would be organised by the PPG group with support from the Surgery who will provide information to be included.
5. During the drop in conducted by PPG earlier in the year one of the feedback items was to be able to speak to Receptionist in confidence. Julia said that there was a sign on reception advising that this would be possible but would check that this was still there This has since been checked and there is a sign, Julia will organise a further sign to be added to the notice board at the back of reception.
6. Rhonda asked the number of patients currently registered with Queensway and Louise advised that this was currently 22,106.
7. Rosemary asked about the message on the phone lines regarding booking appointments. After reviewing the wording it was agreed that this may need to be changed as the current one does not mention booking appointments. It was suggested that wording along the lines of “to book an appointment or to speak to a Care Navigator please choose option 5” would be clearer.
8. Date of Next Meeting – the next meeting will be held on 12th September 2025 at 11am at Queensway Surgery.

Meeting closed at 12.05