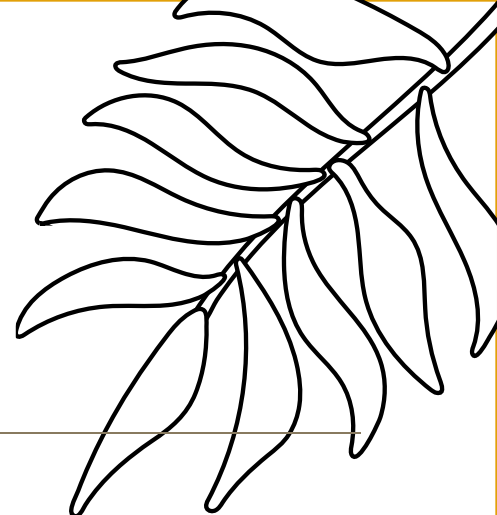


# PPG Minutes

## Tenbury Wells and Brunswick House



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### DATE

May 12 2025

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### TIME

15:00-16:30

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### IN ATTENDANCE

Sarah Payne (SP), Barbara Selkirk (BS) representing TAP,  
Philip Bull (PB), Lala-Leigh Kisiel (LLK)

### APOLOGIES

Bridget Thomas (BT), Jane Yardley (JA), Diann Dowell (DD)

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### APPROVAL OF MINUTES

### AGENDA

1. Introduction and checks
2. Review of previous minutes - Approved
3. Practice update
4. Appointments and Access
5. NHS app and drop-in-clinics
6. Complaints and compliments examples anonymised for discussion
7. Project sensory garden – currently on hold due to extension
8. Newsletter – new version for approval and feedback
9. AOB

### INTRODUCTION

Everyone introduced themselves, SP explained regarding the paperwork and compliance checks for all members. The group welcomed the new member, Philip Bull.

### PRACTICE UPDATE

We have successfully recruited an IT/Digital System Lead – Jade Morris who has 13 years' experience in General Practice and 2 years working for the local Primary Care Network (PCN) she will be joining the practice later in the month. Dr Louise Martin will be increasing her sessions to 6 sessions per week, and will now be working Monday, Tuesday, Thursday (commencing June 2025)

An advert has gone out for a GP Partner/Salaried GP with a view to Partnership for 6-8 sessions this is to replace the retiring Partner.

## **SENSORY GARDEN**

The ongoing project is currently on hold due to the extension. Discussion regarding funding we will need to look at fundraising ideas

## **NHS APP AND DROP-IN CLINICS**

The practice continues to offer regular drop-in clinics to assist patients with setting up and utilising the NHS app to its full capacity, to book, manage/ cancel appointments and to look at results and order medication. Sessions are now running between 12-2pm at the practice on Wednesday/Thursday.

## **COMPLAINTS AND COMPLIMENTS**

A complaint was brought to the table for discussion.

Complaint 1 - patient complained regarding a telephone conversation with the practice, was unhappy with how the receptionist dealt with the call. Patient wanted a face-to-face apology, the practice advised that we do not facilitate face-to-face apologies in these situations to ensure the wellbeing and safety of our staff, but that we would address the issues raised. The staff member has been spoken to and has attended a conflict resolution course and will reflect on how she handles calls moving forward. Also, we recognise the importance of prebooking appointments and self-booking links to enable a choice.

Compliments – friends and family feedback – positive results shared with the group. Friendly and professional, good service, helpful staff, efficient at the same time friendly staff, seen almost on time, friendly nurse.

## **APPOINTMENTS AND ACCESS**

Concerns have been raised by several patients regarding online forms. There appears to be some confusion regarding the purpose of the online forms and that they now have to be completed to get an appointment. SP explained that we offer this as an alternative for non-urgent medical requests, repeat prescriptions, medication queries, general administration queries. This has been put in place to help ease the number of calls being received during the day into the practice and at peak times to allow patients not to have to wait for a call back or continually retry throughout the day. This is not a replacement but has been put in place to compliment the digital offerings and enhance the patients overall experience.

A comparison was made regarding number of appointments from 2024-2025, the practice continues to offer similar numbers and, in some cases, additional appointments. Reassurance given to the PPG regarding the access of appointments, but an acknowledgement has been made regarding the pre-bookable appointment access, due to changes in reception roles, there had been an oversight, the appointments had not been opened up on a staggered approach, so were not shown online this has now been addressed.

All agreed it would be a good idea to publish the number of calls taken in an average week/month. Also, DNA/missed appointments results monthly to be shared.

## **AOB**

Herefordshire Workplace Health Checks – the team have been invited to attend the next PPG meeting, information shared with TAP regarding services offered.

NHS Health checks – regular appointments are now being offered at the practice on a weekly basis and are being utilised well and have been positively received.

Carers project – we are currently reviewing all patients on the register. We are messaging out to request updated information. We have discovered that there are a few patients who are on the register who actually work as a carer, Once the information has been received back, we will then actively send out links which will provide additional resources and information. We can also signpost to our practice Social Prescribers. We have two in-house administrators who are attached to this project who will also be assisting with contacting patients moving forward to ensure they get the support and help needed.

Tenbury Transport – BS advised concerns had been raised about requests for immediate transport, reminder to go out to the team regarding this. Action LKK to add to agenda for next reception meeting and to speak to Tenbury Transport to understand issues they have been experiencing recently

Repeat prescription management. SP advised that the practice had recently met with Rowlands, including the Area Manager and Pharmacist to discuss the challenges that the patients, the practice and pharmacy are having. SP acknowledged that there had been some sickness across the team which had increased the turnaround of prescriptions. SP has now put measures in place including some additional pharmacist support to allow for better continuity of services and to reduce the delays down to 72 hours or less for the prescriptions to be checked, processed electronically and signed by the GP. Rowlands are aware of this and will then dispense the request within 4 days, so the overall repeat medication request is completed within the 7 days as advertised. Normal prescriptions on the day will be dispensed (stock dependent) whilst the patients wait, Rowlands will manage this side. The practice acknowledges that patients are frustrated by the delays and continue to work with the pharmacy to improve the overall patient experience. SP will arrange a follow-up meeting with Rowlands in the coming months.

Feedback regarding Tenbury Community Hospital and concerns regarding MIU and other services. SP advised that the practice continues to be supportive of the hospital but that we remain limited with regards to control, contracts and funding moving forward. SP has contacted the ICB with regards to this matter and will attend the next meeting arranged with TAP and the ICB in July.

Facebook and social media – we are actively posting on social media and will continue to increase our presence in the coming months. We will be promoting monthly campaigns which will also appear on boards within the practice for those who do not access social media.

Future PPG Meeting dates (Tenbury Library 3-4.30pm)

07/7/2025

08/09/2025

10/11/2025