

PPG Minutes

Tenbury Wells and Brunswick House



DATE

September 8th 2025

TIME

15:00-16:30

IN ATTENDANCE

Sarah Payne (SP), Jade Morris (JM), Bridget Thomas (BT),
Jane Yardley (JY), Elizabeth Allen (EA), Nicky Lloyd –
WorkWell Taurus Healthcare (NL).

APOLOGIES

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

APPROVAL OF MINUTES

AGENDA

1. Introduction and checks
2. Review of previous minutes – Approved
3. Workwell – Guest Speaker
4. Practice update
5. NHS app and drop-in-clinics
6. Complaints and compliments examples anonymised for discussion
7. Appointments and Access
8. AOB

INTRODUCTION

Everyone introduced themselves. SP introduced our guest speaker Nicky Lloyd from WorkWell – Taurus Healthcare. Some issues with the previous meeting invitations – some members did not receive emails whilst others did. Sarah shared the meeting minutes from the last meeting. Members of the PPG gave consent for their details to be added to the surgery website.

WORKWELL PILOT

NL gave an update on the WorkWell Pilot programme, which is currently running in this area. This is a joint initiative between the NHS and the Department for Work and Pensions, designed to support people who may be struggling to stay in work, or return to work, due to health-related issues.

Through the pilot, patients can be linked with a dedicated Health Coach who helps them create a personalised plan.

This may include support with long-term conditions, managing blood pressure or mental health, workplace adjustments, or access to community services. The service is voluntary and free, and patients can be referred via their GP or other local organisations.

Nicky shared information about her role within the programme and explained how it helps patients gain confidence, make informed choices, and take practical steps to remain in or return to work.

PRACTICE UPDATE

SP provided an update on staffing changes. Receptionist Elsie has left to begin her university studies. To maintain cover, some existing reception staff have increased their hours, and a new receptionist, Emma, has joined the team. Emma has previous GP surgery experience and lives locally.

Within the nursing team, Sister Sally Jeavons-Fellows will fully retire at the end of September. The practice has appointed a new practice nurse, Rebecca, who will share the role of Lead Nurse with Amanda Wood. In the meantime, an additional nurse is providing extra clinics to support cover.

There have also been some changes to the GP team. From 22nd September, Dr Daniel Desogus will join as a full-time GP, working four days per week, following a one-week induction period. From 1st November, Dr Abigail Adams, an experienced GP who also lives locally, will also join the team, working three days per week after her induction. Until the new GPs are in place, the practice is being supported by Dr Chris Reynolds, who is working as a temporary locum GP. Once the new team members are in place, the surgery will have a total of four full-time GPs, three part-time GPs, and one Advanced Nurse Practitioner.

In addition, the practice has arranged support from a remote pharmacist for the next few months. A remote pharmacist works off-site but can securely access patient records and contact patients by telephone. Their role is to carry out medication reviews and support the management of blood pressure and cholesterol.

There are no other current vacancies.

EXTENSION UPDATE

SP reported that the three new clinical rooms are now in use and working well, providing much-needed additional space for patient appointments and improving flexibility for clinics.

Looking ahead, the practice would like to expand further into the upstairs extension space. This will form Phase 2 of the building development and is likely to be at least 12–18 months away. Unfortunately, NHS funding was capped for the lower extension, which means any further work on the upper floor will need to be funded directly by the GP partners.

NHS APP AND DROP-IN CLINICS

There is a continuing drive from NHS England for patients to use the NHS App. The practice offers regular drop-in sessions to help patients set up and use the app fully, including booking, managing or cancelling appointments, viewing results, and ordering medication. These sessions are currently running at the practice on Wednesdays. SP will confirm and share the dates and times of upcoming sessions. She will also explore the possibility of holding a one-off drop-in clinic at the local library to improve accessibility for patients.

COMPLAINTS AND COMPLIMENTS

Friends and family data discussed from the last 18 months+ - see attached data.

From this, we have looked at ways we can improve the experience for patients when they come into the practice. One change being introduced is that a dedicated Receptionist will be positioned at the front desk. Their role will focus on welcoming and supporting patients face-to-face, rather than answering phone calls. They will also keep an eye on the reception area and appointment book, letting patients know about any delays and offering updates where needed. We also discussed appointment timings. Recently, we have seen more patients arriving late for their appointments – sometimes over 20 minutes for a 10-minute slot. Our clinicians will always do their best to see patients who arrive late, but this can create knock-on delays for others waiting later in the clinic. We kindly ask patients to help us keep things running smoothly by arriving on time wherever possible.

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APPOINTMENTS AND ACCESS

Confidentiality at Reception

A discussion was held about confidentiality and how it is perceived at the reception desk. Some patients have expressed that they feel uncomfortable sharing private information in an open area or feel they shouldn't have to discuss sensitive matters to access care.

We recognise that it can be difficult to balance patient privacy with the need to gather enough information to ensure they are triaged to the most appropriate clinician or appointment. SP acknowledged that comments have been received about confidentiality in Reception and is exploring ways to improve this.

Patients are reminded that a separate private room is always available if they would prefer to speak with a receptionist in a more confidential setting.

SP also suggested the possibility of introducing music in the waiting room to help create a more discreet environment, although further discussion will be needed to decide on the most appropriate type of music.

Reception staff will also soon be taking part in face-to-face training, which will include aspects of communication and confidentiality.

Extended Access (EA) Surgery

A survey is being conducted to gather feedback on Extended Access appointment times, which run on weekdays from 6:30–8:00pm and on Saturdays. Posters about the survey are being displayed in the surgery and on the website. Sarah will also send a copy of the poster to the Tourist Information Centre for display.

AOB

Sensory Garden - Plans for the Sensory Garden are currently on hold. The project will be revisited in Spring 2026, when options for taking it forward can be explored again.

PPG Members - It was raised that we need to encourage new members to join the PPG. Both the practice and existing members will consider ways to promote the group and raise awareness, with the aim of attracting a wider range of patients to get involved.

Pharmacy & Repeat Prescriptions

Some patient feedback has been received regarding local pharmacies, particularly Rowlands. A recurring issue raised is that patients are sometimes directed back to the surgery when a pharmacy encounters difficulties with a prescription. It was noted that, in these cases, it should be the responsibility of the pharmacy to contact the surgery directly, rather than the patient.

One of the main challenges reported is pharmacies not always holding enough stock, which can delay patients in receiving their medication. Understandably, this has led to some frustration.

The practice also discussed how prescriptions are managed. GP prescriptions are often signed in the evenings, which is helping to reduce delays as items are being authorised more quickly.

Looking ahead, concerns were raised about the impact of winter pressures – for example, if medication deliveries are disrupted by poor weather, or if staffing is affected. SP had previously asked the ICB whether Tenbury could keep a stock of essential medication for emergencies, but this was declined.

Other local provision was also discussed. Cleobury Pharmacy was raised, but unlike Clee Hill (our branch surgery and dispensary), it is an independent pharmacy. NHS England rules mean patients can only use Clee Hill's dispensary if they live more than one mile from their nearest pharmacy.

It was also noted that pharmacies are now providing more clinical services such as blood pressure reviews and, soon, flu vaccinations. While these services are positive for patients, they may add extra pressure on pharmacy time and capacity for dispensing.

SP will look to have a further meeting with pharmacy representatives in the coming months where these concerns will be raised.

Tenbury Community Hospital

The topic of Tenbury Community Hospital, including the MIU and other local services, was raised again. SP reiterated that the practice remains supportive of the hospital, but has limited influence over contracts, funding, and future service provision.

Walk Leader Training & Community Activities

The group discussed Walk Leader training, with a leaflet to be sent by SP to the local Tourist Information Centre for display.

The idea of a Park Run was also raised. PPG members noted that Andrew Willmot (?), had previously attempted to organise one but faced challenges obtaining permission from the town council, who manage the park. SP expressed interest in exploring this further, potentially involving her son and the PCN wellbeing team to help support the initiative.

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

10/11/2025