

NOTES ON MEETING HELD BY FERNVILLE'S PPG LIAISON GROUP
WEDNESDAY 2nd JULY 2025

All attendees were welcomed by The Chair.

The group discussed the urgent need for a Secretary to undertake the task of preparing monthly agendas, Minute-taking and booking of meeting rooms. A reach-out has been made to the patients, via the June newsletter, the PPG webpages and their noticeboard in the waiting room. It is very much hoped we will receive applications and interest in the next 2-3 weeks, from both male and female patients. All we require is someone able to take notes and work on a computer and be familiar with emailing etc. Our meetings are held monthly, usually on a Wednesday at 1.30pm for 90 minutes.

We welcomed a new member to the group and look forward to welcoming another at our next meeting.

The practice management team attended early meeting to discuss 3 items:

- **Total Triage System.** This new system was introduced on 10th March and after 3 months it has proved to be highly successful, not only for the practice staff but importantly for the 18k+ patients registered at Fernville. Prior to its introduction patients generally could wait 2-3 weeks for an appointment, this has now reduced dramatically to 2-3 days, perhaps longer if a patient seeks a particular practitioner. Routine appointments are now offered for a duration of 15 minutes each, previously patients had 10 minutes to discuss their health needs. Urgent appointments remain at 10 minutes duration. Phone calls to the practice have reduced as a result of this new system, reducing from c1400 per week, down to c800. Congratulations to Fernville on this valuable initiative, making life easier for its patients. Those unable to engage electronically in completing the Triage form (6 questions) are offered help from the receptionists when they attend the surgery or over the phone.
- **Practice operational matters.** The temporary operational procedure for registrations will continue for the next 4 weeks and will be reviewed - details will be published on the Fernville website.
- **Fernville is now an accredited practice for Veterans.** Mr Meeta Duggal is now trained and qualified to deal with health issues relating to patients who serve/have served in the British armed forces. This service and speedy access to onward clinicians is extended to the families of veterans too. Any patient who is a veteran who has not registered their details with the surgery is asked to come forward. Currently there are approx. 125 recorded veterans and through these web notes we offer up our thanks and gratitude for their service and sacrifice.

Notes from the previous meeting were agreed.

All working groups provided their monthly reports to the group:-

Estates working group - Both the ladies and gents ground floor toilets now have new toilet seats. Our appreciation to the practice for their swift action on this.

The newsletter working group – the June newsletter was published on 1st June with approx. 900 being sent electronically to those patients who have opted-in to our Virtual Group and approx. 100

sheets being printed and available in reception. Additionally, the Chair and Co-Chair of your PPG spent their weekend placing a newsletter and an application form into over 500 medication bags in the hopes of attracting more patients into the PPG groups. Well done them.

The NHS app working group are to receive guidance to enable them to assist patients who require help with uploading the app to their devices.

The noticeboard and webpage working group have worked hard on producing new information for these public areas. It is very much hoped that through these, patients will have more awareness of the PPG and be keen to join both the virtual group and the liaison group.

The walking group which started on 12th May, in Gadebridge Park has been very successful with various patients coming on different Mondays. We welcome many more. Do join us, it is a friendly couple of hours spent in strolling and conversation and a cuppa. This 'first steps' walk is every Monday, 11am at the old white bridge - barring bank holidays and torrential rain! It is free to all, you must be over 18 years and if you require assistance, you are very welcome to bring a carer, who does not have to be a patient at Fernville. The walking group reminded us that all potential walkers with certain health concerns, should consult their GP prior to walking as the walk organisers and the walkers themselves, accept no responsibility for any health issues which ensue.

Social Prescribing Group – Fernville's Social Prescriber, Lynda, is giving a talk to the Liaison Group on 30th July to outline her role.

With thanks for attendance from the Chair. The meeting closed at 3.45pm.

The next main meeting of the Liaison Group will be held on Wednesday 30th July.