

**TRINITY MEDICAL CENTRE WAKEFIELD**

**PATIENT PARTICIPATION GROUP**

**MEETING HELD AT 2.00pm**

**ON WEDNESDAY 25 JUNE 2025**

**VIA TEAMS**

**In attendance:**

PPG Members – LC, JPC, SHM (Vice Chair, in the chair), RI (part), KK, JM, AN and NR  
Prospective members: SC and GC

Surgery Staff – Dr.Jayakumar, Practice Manager and Operations Manager

**1. Apologies received**

Apologies were received from DB, MD, Business Manager, KW (who also wished to resign on health grounds) and Digital Champion.

**2. Introduction and Welcome**

The Vice Chair welcomed members to the meeting and asked them to introduce themselves. She recorded the untimely death of the former chairman SW, and asked members to observe a short period of silence in S. She noted that there were three prospective members, two of whom were attending the meeting.

**3. Declarations of interest**

None.

**MATTERS INTERNAL TO TMCW**

**4. Appointment of Officers**

(a) Chair: The Vice Chair reiterated the duties of the chair which had been circulated. It was not possible to make an appointment at this meeting. It was therefore agreed to defer consideration until the next PPG meeting which would be the AGM on a date yet to be agreed.

(b) Sub-Group: Agreed that, in addition to the current members, NR be appointed to the Sub-Group.

**5. To approve the minutes of the PPG Meeting held on 11 December 2024**

**Agreed:** That the minutes of the Meeting held on 11 December 2024 be approved.

**6. Matters arising from those minutes**

Min 8: It was confirmed that apart from GPs, staff members would be referred to the in minutes by their title rather than their name.

Min 11: Notification of appointments: Members sought clarification of the routes taken by the Practice to arrange and confirm appointments. PATCHS had been funded by the ICB but was not popular with staff or patients. The Group discussed at length methods of communication to request, offer and confirm appointments. It was noted that the system was complex involving contact by phone, text, online and in person. Dr Jayakumar pointed out that demand for appointments exceeded supply

everywhere. The practice manager agreed to discuss the issue with call handlers. SHM asked if data regarding how calls were dealt with could be made available. The Patient Journey would be reviewed.

Min 12: Notices at Sandal: Digital Champion to be asked to pursue updating at Sandal.

Min 13: Health and Wellbeing walks: These were currently on a one-to-one basis as interested patients had very different fitness levels.

Min 14: Dr Jayakumar confirmed that increases in the national minimum wage and NI rates had been introduced, but the funding to follow these increases was not sufficient.

Min 15: PPG Network meeting: SHM reported that TMCW compared well with other practices.

**7. To note the Notes of the Sub-Group meeting held on 30 April 2025**

The Notes were noted.

**8. To consider any matters arising from those notes**

Min 4.1: Streaming information on waiting room screens: this would await completion of the refurbishment work.

Min 5.1: Member recruitment: It seemed that all PPGs were struggling to recruit members.

*BI (RI) joined the meeting 2.50pm*

RI said that over the years other days and times had been suggested and JPC said it was difficult to find people willing to give up their time.

Min 6.1: Website: Members wondered if the website was up to date and Operations Manager said it had been checked recently. She would have another look.

Min 11: RSV vaccination: It was confirmed that this jab was only available to a limited range of ages. It was a one-off vaccination. RI said he had been dismayed at reports of the low take-up of vaccinations for children and Dr Jayakumar noted that it was sometimes difficult to persuade parents to bring their children in.

**9. Online application form**

SHM wondered why the form asked about different days, times and formats for meetings when the Group was unlikely to alter the existing pattern unless all members wanted this. AN said they wanted to get an overall view of patients' wishes.

**10. To receive updates from staff**

a) Surgery refurbishment plans: Practice Manager said the programme was slightly delayed, some four weeks behind schedule. The pharmacy extension was well on its way, and the right-hand side of the building had been refurbished.

b) Boundary change proposals: Practice Manager had carried out a mass communication to patients via PATCHS, but this had been unsuccessful. She had conducted another mail out and results were currently with the ICB. JM drew attention to an email from Mandy Day noting further housing developments in Wakefield town centre at Raines House, the former Police Station and on Kirkgate. Mandy thought these would put further pressure on the Practice. Dr Jayakumar said they were aware of these developments and said they could not

refuse new patients who moved into the catchment area. He noted a total of 27,500 patients at TMCW.

- c) Register of comments/complaints: Practice Manager said that complaints included patients who did not agree with the notes of GPs' consultations which they could see in their online records. Repeat prescriptions also attracted complaints and it was pointed out that these were outsourced through various stakeholders. Practice Manager offered to present an item on complaints and comments for the Sub-Group.

## **RELEVANT NHS/WYICB/MID YORKS TRUST MATTERS AFFECTING TMCW**

### **11. ICB**

Dr Jayakumar said there had been media reports of the government's proposal to abolish NHS England. This would involve a loss of staff at the ICB. The issue might be clarified in July in the government's 10-year health plan.

## **REPORTS BACK**

### **12. To report on any feedback from the Patient and Community Panel and the PPG Network**

SHM had attended a PPG Network meeting, and her report of the meeting had been circulated. Members congratulated her on the report. Compared with other practices SHM thought our PPG had a good relationship with the TMCW Practice. NR thanked the practice for its partnership with the patients. In one case a practice was using PPG members to help patients at their surgery check in. SHM asked if this would be useful at TMCW, but Practice Manager thought it unnecessary.

## **OTHER MATTERS**

### **13. Any other urgent business**

Practice Manager pointed out that the CQC had recently conducted a review of the practice and the results would be available soon.

### **14. Date and time of next meetings**

The following dates were noted/agreed:

30 July 2025 - Sub-Group

24 September 2025 - PPG (AGM)

All meetings at 2.00 pm via Teams

Meeting closed at 3.30 pm