**W P P G**

**The Wheatbridge Patients’ Participation Group**

**Minutes of the WPPG Meeting held on 23 July 2024**

**Present:** Judith Stanley Ian Edmundson

Sue Ottowell Ruth Ludford

Mike Little Dr Susan Savage

Libby Morris Matthew O'Malley

Tracey Lawson

**Apologies:** Philip Abbott Tony Pope

Carole Sadler Angie Baker

Ann Bailey Spencer Hoskin

1. **Welcome and Introductions**

Judith welcomed everyone to the Meeting.

1. **Minutes of Previous Meeting**

The minutes of the meeting on 16 April 2024 were agreed as a true and correct record.

1. **Feedback from Group Reps**

There was no feedback from the group reps.

Judith thanked Ian.

1. **Items from the suggestion box**

There was one suggestion in the suggestion box. Spencer had replied saying that we would discuss at this meeting.

They were concerned about not being seen on time.

Dr Savage explained that all clinicians do try and see patients on time, but it is not always possible as patients are given the time that they need, and some take longer than the time that they are allocated.

Judith thanked both Spencer and Tracey.

1. **Results of Patient Survey**

The patient survey took place week commencing 20 May 2024. The response was good.

At the moment there were 76 responses which had been collated and put onto pie charts. On the whole the responses were all positive. Once all results had been uploaded the results will be circulated.

Matt thanked the WPPG for helping with the survey. Thanks also went to Mat Debell for collating the information.

Matt is going to contact other Practice Managers to see how Wheatbridge compared with other Surgeries.

Matt also explained that the annual GP survey had been done and Wheatbridge Surgery had received positive responses on this as well. The overall patient experience is 83% which is higher than the national average. There is still room for improvement, but on the whole we are doing a good job.

1. **Cyber Attacks on NHS databases**

Joanne Taylor wanted to know what Wheatbridge Surgery is doing to encrypt emails, to stop hackers?

Matt explained that all emails are encrypted. When staff log onto their emails, they have a code sent to their phone to authenticate them. All staff should lock their computers when they leave their desks. Weekly bulletins are sent by NHS digital to keep us up to date with any ongoing issues.

1. **Update to changes in the Practice**

Wheatbridge Surgery is fully staffed at present. Dr Birkinshaw has returned from maternity leave. Patient numbers have increased to 15,900 and 4-6 weeks is standard wait time for routine issues.

1. **Any Other Business**

It was noted that the lift is broken and has been for some time. This is causing problems for patients with mobility issues. Judith also mentioned that the potholes at the entrance to the Surgery carpark were bad and had been for some time. Matt explained that Assura had been contacted regarding both issues and that he was awaiting their response. He will contact them again regarding the lift and the potholes that are on the access road to the Surgery. It is not clear whose responsibility the access road is as it is owned by Robinsons and Assura but Matt has already informed Assura of the problems and hopefully will get a response soon. Robinsons are also aware of the problems. Libby very kindly offered to go with Matt to Assura's head office if needed.

Judith said that she has been spending a lot of time in the Surgery

recently and has found all reception staff to be superb and were

well trained.

1. **Date of next meeting**

The next meeting will take place on Tuesday, 15 October 2024 at

12.00 noon.

Judith thanked members for attending.

The meeting closed at 1.30pm