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## Patient Participation Group Notes

meeting held on Wednesday 10<sup>th</sup> January 2024

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Patients present: Diane Hudson (DH), Sonia Dilcock (SD), Sybil Wapplington, Darrell Price (DP)

Apologies: Peter McDonald & Claire Green

Present on behalf of practice: Regan Parkes (RP) & Helen Proud (HP)

Welcome & Introductions - HP thanked all patients for making time to attend tonight's meeting.

HP is working on a new Terms of reference for the group which will be disseminated before the next meeting to all members.

### **Staff Update**

#### **GP Registrars –**

**HP** - As is usual we have had 2 GP registrars leave us and 2 commence their 4-month placement with us. We welcomed Dr James Lay and Dr Robin Hext back in early December who are with us until early April.

At the last meeting we updated the group with the many administration staff changes we had between April and September which was a testing time for both the practice and probably for patients also as we were working on reduced administration hours for about 4 months however all posts have now been filled and most of the new staff members have completed or about to fully complete their induction and training. One of the new starts did decide the job wasn't for her as was too busy and she didn't realise how busy GP practice is. We currently have an advert out on NHS Jobs and hope to fill the post very soon.

We also have recruited a PA for Tamsin our practice manager who will take on some of the admin work of management to allow for more time for forward planning and development of services provided by the practice by the management team.

**Lois** who has been working with us for past 2 years as an advanced care practitioner visiting patients in their homes is now moving towards seeing patients F2F in surgery, she will see acutely unwell patients on Mondays and Wednesdays which will help with same day appointment capacity.

**New prescription training for Administrators** – As a practice we feel it will be more efficient for patients and our staff if we trained them on prescription side of the work, currently we have 2 separate teams which means that when patients call surgery with a quick query re medication or a prescription the admin team can't assist. It is hoped that now we are gradually training all our admin team in prescription and medication queries some calls can be dealt with straight away.

**Volunteers from the PPG – HP** wondered if any of the members present would be willing to volunteer some time to help the practice with the tasks below:

- 1. Tidying and Updating waiting room notice boards**
- 2. Help with increasing the friends and family surveys in the waiting room**
- 3. On our next Flu Saturday would be helpful for a 'meeter and greeter' and someone to make the doctors and staff vaccinating and coding refreshments**
- 4. Again as above maybe on Flu day asking for friends and family surveys**

HP advised that we would be happy for any offers even if you can only spare 1 hour at a time practice would be grateful.

All present offered to help which is appreciated. HP will be in touch as Darrell offered to help Sophie with notice boards. He is aware of some local campaigns and local groups which might be of use to our patients.

Sybil volunteered to pop in and help with surveys as she has done this previously

Sonia happy to be of help wherever she can

Diane has limited availability but offered to help when she can.

HP mentioned the surveys and notice boards are a priority therefore we will organise something in the next month to make a start with these areas.

**PPG Member items as AOB (no agenda items sent prior to meeting):**

1. Sonia asked about pre-booking an appointment as she was told a couple of weeks ago that this isn't possible. HP apologised as this is not the case, we offer pre-bookable over 2 weeks in advance, pre-bookable appointments dated within a 2-week period and also same day GP appointments. The only reason there may not have been a pre-bookable to offer Sonia on that day was due to them all being already booked. Darrell said he doesn't usually have an issue pre-booking an appointment. HP advised e-Consults if it's not an acute / urgent issue you can submit via our website, and we contact you by phone to offer you the appropriate appointment.
2. All patients present were very complimentary about the doctors and staff at the practice and all recent interactions with our team were complimented on. The group agreed that I past 6 months or so the customer service provided on front desk and over the phone has improved massively and admin are now saying their name when answering which makes it more personal. HP thanked the patients for the compliments and advised this could be down to Regan training most of the new staff as our new supervisor. Patient group member feedback on concluding the meeting that it was a very good meeting indeed tonight.

HP thanked all patients for taking the time to attend and also for the contributions to the meeting it is much appreciated.

**Agreed that the next meeting will be Wednesday 10<sup>th</sup> April 2024**

**5:30pm – 7:00pm @ Whittington Moor Surgery**