

PENN SURGERY

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Wolverhampton, West Midlands. WV3 7LR
Surgery Telephone: 01902 333408 Website: www.pennsurgery.co.uk

PPG Meeting – Tuesday 17th June 2025 @ 12pm

<u>Attendees</u>	<u>Apologies</u>
Dr Ian Martin – (IM) Lisa Hayden – (LH) Zoe Clitheroe – (ZC) Steve Jones – (SJ) Shirley Crook – (SC) Rimi Baden – (RB) Mavoureen Braithwaite (MB)	David Tarry – (DT) Joy Blakeman – (JB) Derek Tromans – (DT)

PPG Meeting

Welcome

IM welcomed everyone for coming and thanked them for their attendance.

Agenda

Staff changes– IM informed the PPG members that Dr Carter has now left the practice however we have employed 2 new GPs. Dr Alabi who started last week she will be working 3 days a week and Dr Nahar who will be starting in August will be doing 4 days a week.

List size

IM said the patient list size has now stabilised (around 7000 patients) since we have been declining anyone that already GP within the local area. The number of patients now registering that are new to the area. We are keeping our list size steady and manageable.

Appointments

IM asked members how the general feeling was surrounding access to the surgery. SJ replied that everything appears to be a positive. LH said that nothing has come her way to suggest anyone wasn't happy either. LH also mentioned that we have not been receiving a lot of 111 reports which also suggests patients are getting an appointment at the surgery. IM says that we still have access to Unity appointments during the evening until 8pm and also weekends.

Unity

We are hoping to increase appointments by offering smears and coils apps at Unity, these will target the working population and hopefully increase the uptake. MB asked if we still do smears here now that Denise has left, IM confirmed we have never stopped doing smears at the surgery. Kerry is a very experienced Practice Nurse who offers smears. Our new Nurse Gemma is also now qualified in smears, she is due to be formally signed off anytime soon. IM informed members that Penn Surgery has the highest uptake in smears in Wolverhampton. LH said in addition to the letter the patient receives from Public health, we also actively recall patients to remind them. IM said we are unable to offer coils and implants here unfortunately as we do not see enough patients for the doctors to be able to keep up with the amount they are required by public health without having to complete continuous training.

IM said that the micro-suction appointments at Unity have been popular and we are utilising the appointments. Unity have recently increased the amount of appointments available.

Mental health nurse

IM reminded members that we do have a mental health nurse that is at Penn Surgery on Mondays, Sam will now be working in the meeting room as she doesn't need a specific clinical room and advised that the meeting room is currently being refurbished and is a work in progress.

PCN (Primary Care Network)

IM asked the group if there were any comments on Unity/OOH – all replied no. RB asked if there were any changes with the PCN. IM replied that the PCN is working well. They are looking at neighbouring GP/community care for district nurses, home visits for physio and these may be linked geographically which can get complicated. MB asked if we are going to be linked with other surgeries around the local area and the reason she has asked is because she hears bad things from her own patients about surgeries and does not want Penn Surgery to be linked with that. IM confirms he has no plans to link with these surgeries and wants to remain independent. IM also states that Unity are working well with use providing those additional services and we are not looking to change that. MB asked if the blood tests are done at Penn Surgery and then sent to NXH. IM confirmed this is correct, it is not a service we are commissioned to do whoever patients like to come here and it means we can offer a better service as we get the results quicker. We have also increased the number of blood tests we offer, we have now added afternoon slots.

Registrars

IM advised that we will be having a new registrar doctor in August, we are unsure of their name at the moment. Dr Irfan will also be staying with us until at least November. IM said staffing is looking good at the moment with the increase of GPs and from August we will have a nurse 5 days a week with an overlap on a Tuesday. Feedback from the group was that Dr Irfan is very thorough and well liked.

Pharmacies – LH asked RB if there were any updates on the Pharmacy service. RB confirmed that contraception should be live from October, there was a new Pharmacy contract in April and they've had a new system to help with time and workflow. LH said she had noticed an

increase in patients being seen for BP checks, contraception and ear infections etc. RB agreed and asked LH if we receive all the notes they input. LH confirmed we do receive all the coded information. RB stated she has noticed a lot of younger patients are being seen at the Pharmacy weekends when the surgery is closed. The service is proving to be successful.

Zero Tolerance

IM wanted to touch briefly on patient's behaviour towards the reception staff. Abet this is aimed at a small number of patients but as of late we have seen a marked increase in abuse towards staff. This includes verbal aggression and intimidation. We have therefore increased the signage clearing stating we operate a 'Zero tolerance policy' any aggressive behaviour will not be tolerated. We have also added a barrier between the reception window and the self-check in, the barrier also stated to stand back from reception when a patient is with the receptionist to allow them their privacy.

Automatic door

RB asked if there was an update on the automatic door. IM confirmed this is not something we can justify due to the extortionate costs involved for an automatic door. There is no way of adjusting the lay out as we do need to have the 2 doors in reception so we don't get the wind from outside. The walk way is wide enough for wheelchair / pushchair access and staff are more than happy to help anyone that needs it when entering the building.

Health Kiosk

LH told members that we are having a health kiosk in reception which patients will be able to use for height, weight and blood pressure which will free up our HCAs for other appointments. This records directly into the patients' health record.

Quality visit – LH let members know we have recently had a quality visit which is basically a mini CQC – they were here for 5 hours and was very intense. They checked everything possible and LH is happy to say we had a couple of minors but on the whole, we got a gold star. We are currently awaiting the report.

Car Park – LH said we have had the disabled parking lines redone. The last time the paint lifted however it seems to have taken this time and is looking great.

FFT

IM asked ZC how we are looking on the family and friends test. ZC said that over the last few months, we have had 97% plus of positive comments. IM said we will be getting the results for the national survey soon and LH advised we will also be doing an in-house survey over the next coming weeks.

AOB

IM asked the group if there was anything else they like to discuss. SJ wanted to inform IM that the last Unity PPG chairs meeting was cancelled, a future date has yet to be confirmed. RB asked if Pennfields had left Unity PCN which IM confirmed they hadn't.

MB asked how many minutes each patient gets with a GP. IM confirmed a standard appointment is a 10-minute slot per patient. MB said she had experienced appointments in the hospital when you are rushed out when one problem could lead to multiple issues and asked if the doctors at Penn took this into consideration. IM confirmed we try to train the doctors to understand that one problem can build to other things and therefore to judge things on a case by case basis however IM has said he is unaware of any GP at the surgery that would kick a patient out when their 10 minutes is over.

IM closed the meeting and thanked everyone attending.

Next meeting: *October 2025, dated TBC*