

# **DAVENAL HOUSE SURGERY PARTNERSHIP PATIENT PARTICIPATION GROUP MEETING**

## **Thursday 22 May 2025, 4.30pm, Stoke Prior Surgery**

**Present:** Patient Participation Group Members x 6  
Dr Stuart Rodger, Cally Fox Operations Manager  
Lauren Harwood Practice Manager, Jilly Cooper Admin/Managers Assistant

**Apologies':** Patient Participation Group Members x 1

### **1. Welcome & Introductions**

Dr Rodger welcomed everyone to the Patient Participation Group meeting, and we introduced ourselves.

### **2. Minutes of previous meeting – Read. last meeting 23/11/2023.**

### **3. New Staff/Changes**

Dr P Smith and Dr N Boeckx have left the Partnership. Dr Boeckx is a Salaried GP elsewhere. Dr Adam Lee has left the Partnership and is now a part time salaried GP. Dr M Shah has joined the practice as a new Partner. We now have 4 Partners Dr R Pemberton, Dr A Oozageer, Dr S Rodger & Dr M Shah.

We have 2 salaried GPs joining the practice, Dr M Estefanous and Dr S Satishbabu.

We have Trainees coming and going all the time.

We have Nurses - Ellie Wells, she will be going on Maternity Leave in June. Beth Thomas and Clare Almquest.

HCA's remain the same Carran Gray and Sue Hopwood.

We have a PA (Physicians Associate) Alice Wilby she has a Post Graduate degree. She can't prescribe so is supervised and can discuss patients with a GP at any time for Triage etc. There has been lots of negativity in the press, but we have found that our PA works for us and PPG Members stated that they found Alice very thorough and competent.

We Have 4 Clinical Pharmacists in the practice they can prescribe and deal with B/P monitoring, Diabetes, depression and Asthma. Patients can book directly with the pharmacists.

The pharmacists are Shama Ali, Ayad Al-Rubayi, Simran Gill and Remeesha Razak (who is on maternity leave).

Ayad Al-Rubayi is a Clinical Pharmacist with a speciality in Diabetes and he works closely with Dr Lars Grimstvedt who looks after our Diabetic patients.

Patients can now contact Physiotherapy and self-refer for an initial assessment and can usually be seen very quickly for this.

#### **4. Buildings**

We have updated most of the Clinical Rooms. The pharmacists are all together collaborative working in the old Manager's office along with the 2 secretaries Lynne Lee and Emma Dales. The Room does need sound proofing, but we are limited with what we can do being a listed building.

#### **5. Access**

Dr Rodger said we have introduced a GP in Reception from 8.30am – 1.00pm asked the PPG members if they had had any difficulties with Accessing services.

PPG member said she had trouble with the website and others said they had not had invites for Flu/Covid clinics and a few didn't get texts. Lauren will investigate this.

With telephone consultations the Doctor will try calling three times. Sometimes we send texts or will leave a message.

PPG member asked about face to face appointments and telephone calls. Normal clinics have a mixture of telephone consultations, appointments and urgent appointments.

Website information we used to update ourselves with our old site but now we can only do certain things, and this has to match NHS website. However, patients can now do a lot more via the website i.e. ask the doctor a question, order a prescription, order a sick note etc. but the aged population may find this difficult or do not have computer access. PPG member said the website needs updating Lauren to look into this.

PPG Member said she would do a Poster to encourage people to join the PPG Group.

We are a Training Practice and have lots of trainees.

PPG member checked herself in at D/H and it said look on the board, she didn't know where to go to look but there is always someone on meet and greet reception desk to ask.

PPG Member said there is sometimes problems with mobile signals in some areas and home number should be used.

PPG member said can we close our list. We don't do this as we can accept 10.000 patients or lower.

We could struggle if the patient size continues to grow. Potentially we could expand Stoke Prior to cater for new homes in the area.

We look after Care homes and we have taken on more staff to look after them.

We have a walk in Phlebotomy service on a Monday (as long as the patient has been asked to have a blood test by a doctor here at the surgery).

PPG member covid vac – had an allergic reaction. Dr Leach was able to source a specific vaccine, but this vaccine is not available this time, so PPG member has not had vaccine.

NHS App has changed so patients can see own records, but we have no control with regards to full access.

PPG member asked if we are getting feed back from Friends and family. We get on average 200 responses a month and quite a few very good and good very few poor.

Receptionist (Healthcare Navigators) can refer patients to the Pharmacy for minor ailments/illnesses, also to our clinical pharmacists who are able to deal with Asthma, Diabetes medication reviews etc. Receptionists can book appointments if available and availability is much better due to the Doctor triage.

PPG member said she was old school and would like to see the same Doctor for continuity and Dr Rodger said this should not be lost but you might have to wait longer for an appointment.

## **6. Running Late.**

PPG Member asked if the healthcare professional could inform the patient if they are running late perhaps via the receptionist, we do this as much as possible and we said we would reiterate it to reception team to do this.

PPG Member asked if we could Flag Up Wheelchair user on the notes? we do do this, but it doesn't come up on screen when a patient is booking an appointment it is best to ask for a downstairs room when the patient phones up as we have no way of fitting a lift unfortunately.

## **7. PPG Member Questions**

**Question 1** – Would like to know more about recommended procedures for patients with various health issues e.g. Accidents and follow up?

**Answer** – A&E and Minor injuries as a last resort. Call us first if we are closed phone 111.

**Question 2** – When a patient has multiple health problems and needs advice and more time to discuss them is there someone available to discuss the best way forward?

**Answer** – Telephone the surgery with multiple health problems, patient will then be triaged and able to have a double appointment.

**Question 3** – When a patient is already under the care of a Hospital Specialist/Consultant can the patient contact the Specialist/Consultant directly if it relates to treatment they have received or is it necessary to get in touch with the Practice Doctor first?

**Answer** – Phone the Secretary of the Specialist first (you are entitled to contact the Specialist/Consultant) or the GP can ask the Specialist a question via Advice & Guidance and we can usually get an answer in a week.

PPG member asked if we could put this on the website?

## **8. Email Question from PPG Member**

Please can the Doctor ring landlines when requested?

The Doctor will try to ring the number the patient has requested twice back to back and then try again later (3 attempts). Every clinic starts at 9am and we cannot give the patient a specific time to call them back.

## **9. Any Other Business**

PPG – How can we improve?

Positive feedback s good.

Google – you can give a Star rating. We had a bad review on Google and person was not even registered at our practice.

Website can be used to give feedback via Friends & Family.

Flu Clinics will be in September/October.

Patients who are hard of hearing can have face to face appointments.

PPG member asked if we had a walk in service for skin cancer? No not at the moment, it would be a face to face or patient could send a photo.

PPG members have offered help to increase awareness of the importance of Flu Vaccines and have offered to do a display “Prevention is better than cure”.

PPG members suggested we do our PPG Meeting later to encourage people to attend who work.

PPG Member said at the PCN PPG they were told about the Older Peoples forum called Soak & Social.

Dr Meeraaj Shah our new Partner attends the PCN (Primary Care Network).

PPG members thanked us for our time and all agreed.

Next meeting to be arranged for November 2025.