

Wilson Health Centre Patient Participation Group

Minutes

2 April 2025, 1.30 - 3.00 pm

Attendees

PPG members – JC, DK, ELJ

Practice staff – Fiona Scott, Katie Glancy

Apologies – DE

1. Welcome to new members and general introductions (KG)

We welcomed new PPG members DK and ELJ. Everyone shared a bit about their background and experiences and what they hoped to bring to the PPG.

2. Go over aims of group – any thoughts about changes or additions?

We discussed the role of the PPG and what we might all want from our own group. All agreed it would be helpful to have a simple terms of reference and code of conduct. Based on experiences in other PPGs, we agreed that listening, teamwork, collaboration and kindness were important.

JC to share the documents she has for Mythe PPG to other members of the group. **JC**

We agreed we would all share comments by email in order to provide draft terms of reference to the next meeting for consideration and approval. ELJ agreed to coordinate. **ELJ**

We discussed the differences between the Wilson Health Centre (the building, privately owned) and Berkeley Place Surgery and Royal Crescent Surgeries (the 2 GP practices, building tenants). FS also explained the admin and reception teams were managed as a single team supporting both practices, but that the practices were still separate.

3. Confidentiality, data protection and other policies for PPG

KG suggested it would be helpful to get all members to agree to some simple policies including confidentiality, data protection and equalities and diversity. She will liase with ELJ and circulate these before next meeting for the group to consider **KG**

4. Update on further recruitment (KG)

In addition to the 2 new members this month, another candidate had applied that KG and JC will follow up with. **KG/JC**

JC also asked if clinicians or staff members might have any recommendations for patients we could encourage to apply.

5. Affiliations for PPG and representation at other meetings (ELJ)

We discussed the Gloucestershire network PPG meetings, which is a meeting of representatives from all the different PPG groups and is organised by the Gloucestershire Integrated Care Board (ICB). The PPG are encouraged to send a representative. We agreed we would do this in due course.

6. Practice updates (FS)

FS gave an update about the National GP Pilot. Funding has been given by NHS England to the Primary Care Network for extra staff with aim of reducing waiting times. It will also give us the opportunity to pilot new technologies and come up with other innovative ways of working.

PPG members were surprised to hear about the high number of patients who did not attend appointments.

FiS mentioned we have received complaints from neighbours about staff parking near the Wilson Health Centre. We have taken action to ensure more parking available for patients and that we are fulfilling requirements of travel plan agreed with Cheltenham Town Council.

7. Other tenants and licences to practice at the Wilson Health Centre (ELJ)

ELJ had asked about other services now based in the Wilson Health Centre as that had been explained to patients as one of reasons behind the move to the new building. We explained that a number of NHS were now using the building including ultrasound, MSK specialists, dermatology and ENT clinics. Referral to NHS services is usually via the GP rather than direct. Private services include child autism assessments, physiotherapy and ear wax microsuction but we do not refer to or advertise directly.

8. Areas of interest for PPG – for future meetings

We talked about how we promote health or other messages to patients. This is usually via information screens in the practice, social media (facebook) and our website. We will do a quick run through of the practice websites, especially the PPG pages and social media at the next meeting - opinions or ideas very much welcome

All

9. Next meeting date

KG to organise next meeting in approx 2 months – after 2pm tends to work best.

KG