**WGP Patient Participation Group Update – February 2022**

I am starting with some sad news. Barbara Gerrish passed away at the start of this month. She was a Founder Member of the Patients’ Forum (later to become the PPG) that was established in, I think, the late 1990s. She played an active part in this until mobility problems stopped her in recent years. However, she still remained very interested in the Group and looked forward to receiving regular Minutes/Updates. SC will attend her funeral service on 23rd. February on behalf of the PPG.

**Review of the last Update published in December 2021 and matters arising.**

The Update was circulated.

Since the last Update the Patient Survey has been completed and the results analysed. DB and SC met with MS and MD and looked at the results to the individual questions and the comments that had been entered. In the majority of cases, patients seemed to be satisfied with the service given by WGP but E Consult, the telephone system, the triaging of patients by the Reception Team, customer service by staff, patient understanding of the roles of the clinicians and the perceived lack of face-to-face appointments were areas of concern. An Action Plan has been drawn up. This and the results of the Survey are available to view on the WGP website.

SC has not received any adverse comments to the proposed PPG meeting dates for 2022 so these will stand.

Unfortunately, a new variant of Covid-19 reared its head last December and, although milder than previous strains, numbers remain extremely high in Wiltshire. Therefore, reluctantly, we have had to cancel the proposed full group face-to-face meeting scheduled for Tuesday, 22nd. February.

No further matters of A.O.B. were notified to SC.

**Surgery Update**

After 10 years at the surgery, Marie Strachan has left the Practice. Marie was an important member of staff who had a lot of input and involvement with the PPG. She will be sorely missed and we wish her all the very best in her new role as a PCN manager in BANES.

With MS leaving, we have had a staff restructure which has resulted in joint general managers and a far more robust management structure.

We have managed to recruit a new clinical pharmacist who will start in March and have been in discussion with two potential salaried GPs.

We continue to require patients and staff to wear face covering at both practice sites. There appears to be a possibility of lifting of restrictions, and we are constantly reviewing NHS England advice and guidance. Patient and staff safety is obviously the major factor in any decision.

**A.O.B.**

* Members will have been sorry to hear that MS has moved on from her role as Deputy Manager at WGP to pastures new. She has been a great support to the PPG over the years and SC will miss her help and willingness to talk. SC saw MS on the day she left and presented her with a card and flowers on behalf of the PPG.
* Before writing this Update, SC wrote a letter to all members cancelling the face-to-face meeting scheduled for Tuesday, 22nd, February and asking their approval for the Officers elected at the AGM in February 2020 to serve another year. SC has not received any messages of dissent so this will be carried forward.
* SC will ring all members of the Sub-Group in the next few weeks to see if they wish to continue to serve when face-to-face meetings restart. Any vacancies on the Sub-Group will be filled at the first meeting.
* As long as no new virulent strains of Covid-19 occur, it is very much hoped that face-to-face PPG meetings will be-able to resume on Tuesday, 7th. June 2022!!! It will be summer and all the doors and windows can be opened to keep the room well ventilated.
* As part of the Patient Survey 2021 Action Plan, SC will be working with RW, Clinical Lead, to formulate a patient’s guide to the roles and the responsibilities of the various Clinicians at WGP and the training given to Reception Staff so that they are able to triage patients’ calls when received.
* IH contacted SC recently because a patient had told him that all the Drs. at WGP were working from home. IH wanted to know if this was the case.

Later that day, SC was meeting with MJ at WHHC for the first time in 2 years!! As MJ manages Reception staff she was the ideal person to ask!! That particular day, one Dr. was working from home on routine appointments and discussing test results with patients and 7 Drs. were seeing patients face-to-face at WHHC and at Bratton. MJ looked through the week and the pattern was the same for each day.

SC conveyed this information back to IH.

**Date of Next Meeting:** Very hopefully …….Tuesday, 7th. June 2022

at WHHC at 6.30p.m.

We will let you know much nearer to the time!!!!