

## **Minutes of the meeting of the Wootton Medical Centre (WMC)**

### **Patient Group**

Held at The Wootton Community Centre on Monday 7 April 2025 at 1230

#### **Present:**

Patient representatives: Phil Jones (Chair), Keith Fossey, Jean Penny, and Gill White.

It was noted that, because of other commitments, Kevin Perryman had tendered his resignation from the group.

WMC representative: Lisa Marotta

#### **Minutes of meeting held on 14 January 2025**

The minutes were agreed as an accurate record and signed by PJ.

Matters arising:

- LM to approach Denton about a possible information exchange
- LM to provide PJ with Sara Robilliard's contact details so that he can ask her if she could attend the next meeting to talk about her involvement in possible patient education sessions.
- LM to ask clinicians if they would be prepared, in principle, to host other patient sessions on specific topics as part of the "prevention strategy".

#### **Patient Group Facebook site**

The meeting congratulated PJ on all his work to launch the new site which was already seeing numbers increase. There were already 13 group members and 82 views of the Anima video.

#### **Patient Survey Update**

- Using questions from the CQC inspection process, the survey form had been used twice but with very limited responses and all from the older age group. These had been summarised for the meeting.
- KF to amend the survey following the suggestions made and circulate new version to the group.
- KF to approach Gemma at the Community Centre to try and book a 2-hour Saturday morning slot in the atrium. In this way it was hoped to survey working/younger people.

#### **Update from the WMC**

- LM gave an update about the progress of Anima triage system and explained which IT programmes were being stopped and which would replace them e.g. the extended access system would commence on 1 May.

- The number of telephone calls last week had reduced by 50% and although there were one or two “moans”, most people seem to be ok with the new system. If, for example, an elderly person went into the WMC to ask for an appointment, the staff would complete the triage form for them.
- LM confirmed that the new, expanded role of the pharmacist had also helped reduce workload at WMC
- Finally, LM advised that the turnover of staff was not high and that there was still a national problem with recruitment of GPs.

### **Other Business**

- We agreed that we must all try to recruit others to serve on the group, preferably people of working age or younger people. PJ agreed to try via Facebook and to place a poster in the WMC waiting area.
- LM agreed to get the electronic sign changed with up-to-date information about the PG.

### **Next meetings**

- Atrium attendance on 24<sup>th</sup> April (apologies from KF and JP) when PJ will assist with Anima tuition if required.
- Next PG meeting to be held on Monday 21 July at 1200. PJ to book the Community Centre