Woodfield Medical Centre
Patient Participant Group (PPG)
Held on 15/07/2026
At Freshney Green Primary Care Centre

Present
Frankie Thompson (FT)
Joanne Parker (JP)

See separate attendance sheet.

1. Practice Newsletter

General discussion about practice newsletter and RSV Vaccine eligibility for anyone aged 75+.

2. New Practice Nurse

FT advised the group that Ellie has recently joined the practice as a Practice Nurse. Patients may therefore be booked with Ellie for services such as NHS Health Checks and other routine nursing appointments going forward.

3. Telephone Access and Waiting Times

Following patient feedback, FT has reviewed the practice telephone system and call queue performance. Since February 2026, the average telephone waiting time has reduced by 1 minute and 21 seconds, which represents a significant improvement in patient access.

FT also explained that although callers may hear they are, for example, 90th in the queue, this does not necessarily equate to a lengthy wait. On busier days, particularly Mondays, there are often around 10 receptionists answering calls simultaneously, meaning the queue moves much more quickly than patients may expect.

4. CQC Update

JP provided an update following the recent CQC inspection. The practice received an overall rating of 'Good', with 'Outstanding' ratings in some areas. The team are extremely proud of this achievement and grateful for the hard work of all staff.

5. Future PPG Meetings

It was agreed by all attendees that the practice will continue to hold three PPG meetings each year.

6. GP Telephone Call-Backs

Members asked why GP telephone call-backs can sometimes take until later in the day.
FT explained that there are a number of factors which can affect when GPs are able to return calls, including clinical meetings, urgent patient issues, and other unforeseen demands throughout the day.

It was also explained that individual GPs work differently; some complete a full assessment over the telephone, while others make an initial call before arranging to see patients face-to-face where appropriate. In addition to patient consultations, GPs also have significant administrative responsibilities and clinical tasks to complete throughout the day.

It was agreed that this feedback would be taken to the next GP Partners' meeting, and an update will be provided at the next PPG meeting.

7. Patient Titles on the Calling Screen

A member queried whether it was appropriate for patient titles (e.g. Mr, Mrs, Miss, Ms) to be displayed on the patient calling screen.

Update: JP has reviewed the system and confirmed that this is a limitation of the clinical system, and the titles cannot currently be removed. However, should any individual concerns arise, these will be considered and investigated on a case-by-case basis.

Close

Thanked all for attending.
The next PPG meeting will be held in November/December
Details of the meeting will be sent round and advertised on all our platforms.