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Business Partner – Matt Davies

**Patient Participation Group (PPG) Meeting  
Thursday 5<sup>th</sup> February 3-5pm**

Attendees: Matt Davies (Business Partner, Upton Village Surgery), Rebecca Dalby (Operations Manager, Upton Village Surgery), Yvonne Gibson (PPG Chair), Graham Tongue (PPG Vice Chair), Eliza Austin-Lea (PPG Member)

Apologies: Ginny Jones and Christine Hibbert (PPG Members)

Minutes by: Rebecca Dalby

**1. Welcome/Apologies/Minute Approval**

Minutes from previous meeting on 2<sup>nd</sup> December 2025 approved. Outstanding actions: Rebecca will implement referral message with the Practice Secretary over the next few months. Eliza advised she has contacted the local high school but has not yet received a response. She will continue to make contact.

**2. Vacancy for PPG Secretary**

Unless there is any interest from members not at today's meeting, the role of PPG secretary will be undertaken by the Practice Secretary. This role involves agenda creation with the chair, disseminating information amongst the PPG members and meeting minutes. This role will be reviewed annually.

**3. Practice Manager Update**

Matt Davies advised the practice had coped well with 'winter pressures.' The practice has recently welcomed GP Registrar, Dr Hawys Evans for the next 6 months. Dr Evans is a GPST1 (a GPST1 is a doctor in their first year of postgraduate GP training). Dr Doke, GPST3 has left the practice. Ruth Thacker, Practice Nurse, has left the practice and we are currently in the final stages of a recruitment campaign to fill this role with a view for a new Practice Nurse to start in March.

The practice is submitting an application to access capital expenditure for a possible extension which would provide the practice with an extra 4 clinical rooms.

The practice population is up by 14% and more space would be beneficial so the practice can house more clinicians and offer more clinics. If approved, this project would not begin until 2027/2028.

The practice is also planning to make an entire system heating upgrade within the next 12 months.

#### **4. Digital Front Door Update**

Rebecca provided an update that since launching the 'Digital Front Door (PACO)' at the end of September 2025, 2137 patients have used it to either respond to a booking link or complete a health form. 1680 forms have been received for a routine appointment request. 663 of these forms resulted in a booking link being sent to schedule an appointment. 296 were sent a link to book with the GP. The remaining 367 were booked with another clinician. 549 forms were completed without the need for an appointment. This data shows that the triage of the forms (by a GP) has been effective in managing appointment requests more efficiently. Patients have either been directed to the most appropriate clinician or received the advice/investigations they were seeking without needing an appointment. Rebecca advised that the practice has been thrilled at the positive response to the Digital Front Door and the uptake from patients using it. Within 3 months, the uptake has surpassed that of the users for the previous digital services we offered.

#### **5. Analysis of PPG Survey Results**

Graham presented the results of the recent PPG Survey Results which he reviewed in-depth. Of the 8% of our registered patients who responded:

- More than 80% of patients said they had their appointment within 48 hours of contacting the surgery
- More than 60% of patients had their appointment within 24 hours
- 82% of those that replied rated the service they received at the surgery as 4 stars and above.
- 83% of patients who replied had used one of the online services that were available
- 59% of patients who responded stated they were confident in using online services (33% asked for help).
- Free format responses show a large gap in patients 'hearing' the information that the practice is communicating out.
- Free format responses regarding the waiting area requested improvements to: chairs and their layout, WIFI and the acoustics.

It was agreed that the PPG survey results were very positive especially 80% of patients who responded saying they were able to get a GP appointment quickly helping to change the narrative pushed by the media of 'not being able to get a GP appointment'. The results will be published to the website and also in the newsletter. The upcoming February newsletter will be emailed to patients so this will help to spread the positives from the survey results.

It was agreed that key feedback from the survey to focus on are:

- Communication and education on digital front door and online services
- Improve targeted communication to patients
- Addressing waiting room issues

Rebecca advised the practice is undertaking a project to collect and update email addresses as non-urgent correspondence (information on services, newsletters) will be sent via email.

The top 3 waiting room issues were: chairs and their layout, acoustics and WIFI. Matt and Rebecca agreed and advised they will be looking into the layout and what can be done to improve the acoustics. The WIFI is provided and managed by IT services and the reliability of the mobile coverage in the waiting room, would be down to patients own mobile provider. Unfortunately, the practice has little influence over either of these. It is acknowledged that when the PPG host drop-in sessions to get patients online, not having reliable access to the WIFI or mobile data coverage is an issue. Rebecca will raise the issue with the practice's IT team to see if it is possible to improve the WIFI connection.

Members present were keen to schedule future dates for drop-in sessions to support patients accessing online services (NHS app / digital front door). Any members not at today's meeting are also welcome to volunteer to do any of the below dates if interested. Dates agreed for drop in:

- Thursday 12<sup>th</sup> March, 10 – 12 (arrive 9:30 for run through with Becca)
- Thursday 11<sup>th</sup> June, 10 – 12
- Thursday 10<sup>th</sup> September, 10 – 12

Rebecca will source a roller banner that the PPG can display when doing the drop-in sessions to draw attention to the PPG and display why they are there.

## **6. PCN/PPG Chairs Update**

Graham attended the PCN PPG Chairs meeting (this is a meeting between the Clinical Lead within our 'Primary Care Network' (PCN) and the chairs, or vice-chairs, of the PPG teams within each practice).

Graham provided the following updates happening within the PCN:

- The PCN are currently engaged with a cardiovascular project, offering coaching and starting preventative work to approx. 30 patients across the 4 practices.
- The PCN are also hosting a 'health education evening' on the 24<sup>th</sup> of February. Each practice will have a stall promoting a different health topic. Patients of any practice within the PCN are welcome to drop-in to Boughton Health Centre, who are hosting the collaborative PCN event, between 6 – 8pm on Tuesday 24<sup>th</sup> February.

- The PCN have also accessed funding to target palliative care/end of life patients to enhance collaborative working with community teams to better form conversations and patient care for this cohort of patients.

#### PPG Chairs updates:

- NHS App uptake is a hot topic. One practice has a target for 100% uptake for patients. Of patients 13 and above at Upton Village Surgery, 71.7% are currently registered for the NHS App.
- Jess's rule was discussed and Rebecca confirmed the practice has received posters which are displayed in all clinical rooms. Jess's rule is a patient safety initiative mandating that if a patient presents to a GP three times with the same, worsening, or unexplained symptoms, the clinician must re-think the diagnosis and encourages a fresh eyes review.
- Uptake for patients aged 18 – 30 to join the PPG has always historically been low across all practices.
- The National GP Survey will be sent to patients in March, with the data then available in June. Past survey results can be viewed here: <https://www.gp-patient.co.uk/>
- All practices within our PCN are looking at ways to improve communication to patients. Discussed launching a communications campaign across the PCN would be a good opportunity for collaborative working.

### **7. Missed appointments**

Rebecca advised that since the launch of the Digital Front Door and patients being able to schedule their own appointments, there has been a slight increase in the DNA (did not attend) appointment figures. As it is now 'faceless' appointment making, patients may feel less accountable about not attending their appointments. It was agreed that the wording for any communication should be along the lines of "96% of patients this month turned up for their appointment" and how much appointment time has been 'wasted' by those who didn't. Rebecca will incorporate this into the newsletter that will be emailed to patients at the end of February. Eliza asked if other practices are also having an issue with DNA figures and Matt advised a project is being explored at another practice.

### **8. Waiting room**

As part of the earlier item discussed regarding waiting room improvements, Yvonne visited and gave feedback regarding the notice boards, information available, toilet facilities and confidential areas. It was felt a confidential area for patients to speak to a receptionist would be ideal. Currently, this would happen in an available consulting room if it was requested. There were no paper friends and family forms available during Yvonne's visit. Rebecca will ensure these are available. There is also QR form poster available for this. It was agreed that the toilet facilities could do with a refresh and the practice will arrange for some cosmetic upgrades including painting and new toilet roll/hand roll holder. It was discussed that an artificial fish

tank may be good for the waiting room. Rebecca and Matt will be looking at making waiting room improvements over the next few months.

### **9. Practice Newsletter**

Rebecca shared a draft of the February newsletter. It was agreed that positives about the work the practice have been doing and the survey results should be included in the newsletter. Rebecca confirmed this newsletter will be the first that is emailed to patients and will also enquire about creating a QR code so this can be shared in the local Upton magazine.

### **10. Upton Pavilion Fun Day – September 2026**

The PPG agreed that they would be keen to have a stall at this year’s Pavilion Fun Day (date to be confirmed). This stall would help drive up recruitment and promote the work of the PPG. It’s likely a high proportion of people attending the fun day will be patients at Upton Village Surgery. In preparation for this, Eliza agreed to take the lead on bringing forth a proposal to the next PPG meeting about the fun day.

### **11. AOB**

- It was raised that the chemist delivery van is often seen parking in front of the entrance path which makes access to the practice difficult. This has been discussed with the driver who has been asked not to do it.
- It was commented that having a rolling newsletter item about preventative measures for issues would be a good idea, particularly falls prevention being one to look at initially. Rebecca will ensure relevant content about health needs is added to the newsletter.

### **Next Meeting Date:**

**Thursday 25<sup>th</sup> June 2026, 3 – 5pm at the Pavilion.**

## **ACTIONS**

Action	Lead for action	Progress
Reach out to local schools to arrange in person visit for PPG recruitment	<b>Eliza</b>	<b>Ongoing</b>
Pavilion Fun Day	<b>Eliza</b>	<b>Next meeting</b>