

Patient Participation Minutes

Wheatfield Surgery
Tuesday 9th April 2024 @ 6pm

Attendees	Apologies
Michaela Campbell (Manager)	Social Prescribers –Update Letter Provided
Angelika Kulawiak (Assistant Manager)	MW
James Knight (Chair)	RA
AL (New Member)	AP
SG	WR
BB	TG
SC	
KY	No GP Present

(1) Introductions	Management and members introduced themselves
<p>(2) Patients that Missed and DID NOT ATTEND</p> <p>Appointments Figures</p> <p>Appointments offered at the surgery.</p> <p>Nurse's appointments booked, what is the surgery doing to reduce DNA's with them?</p> <p>PPG requested the number of patients removed following 3 DNAs since Oct 23.</p> <p>Previously Requested Age Groups for missed Appointments. -0-18,19-45,46+</p>	<p>Figures, JAN 333, FEB 366, MAR387</p> <p>Patients contacted by phone or letter by the surgery for non-attendance.</p> <p>JAN- ? FEB 4899 MARCH 6803</p> <p>Surgery will now book only 2 weeks in advance for nurses instead of the 4/5 weeks to try to reduce DNA's.</p> <p>Response from Partners that it is Surgery Business and not related to PPG. Chair raised if someone requested Freedom of information for this, would surgery provide this, MC advised this needs to put in writing to the surgery.</p> <p>Surgery unable to give this information as they do not have staff to collate this.</p>
<p>(3) Total Number of Patients at Surgery</p>	<p>Current Patients ---12312</p>
<p>(4) Percentage of Luton & Central Beds at the Surgery?</p>	<p>Surgery Questioned this as to why we needed this ?</p> <p>Chair- Replied Funding issues.</p> <p>Previous % was 51% Luton Residents & 49% Central Beds.</p> <p>Surgery is under Primary Care Network/ ICB of Central Beds.</p>
<p>(5) Titan Primary Care Update- Social Prescribing</p>	<p>As the team were not present they gave an update which has been shared with the PPG .</p>
<p>(6) Staffing Update</p>	<p>Response was this is Surgery Business and not related to PPG business. this has always been provided in other meetings.</p>
<p>(7) Follow Up -Events at the Surgery --- Possible Meet the Team /Women's Health/Carers/ as PPG members have previously mentioned!</p> <p>Sensory Room and Play Area</p>	<p>Michaela said that a Women's health event is planned for May2024 by the Social Prescribers.</p> <p>On 20/4/24 the surgery is holding an Autism in Children awareness event from 10am-12pm with quest speakers arranged by the Social Prescriber (Vicky). This has been advertised and shared.</p> <p>Discussion around the Sensory Room and play area that the surgery has created. The PPG was incredibly positive about this new addition feature.</p>
<p>(8) New Role -Physician Associate –(GA) Requested Attendance to give Job Role and Duties.</p>	<p>Michaela and Angelika shared information regarding the post held and stated this position has made a significant difference to appointments being given.</p>

<p>(9) Appointments - Patients concerned they are ringing at 8.30am and when they get through or via ring back there are no appointments left, why?</p>	<p>Response was due to the number of patients ringing, appointments go quick, surgery request is that patients go online via E-Consult or Ring 111.</p>
<p>A.O.B.</p>	
<p>Cross Border Funding</p>	<p><i>Chair updated group that Weight Management, you can now be seen either in Central Beds or Luton by services. This has recently been agreed with the PCN/ICB. Patients Do have a Choice.</i></p>
<p>PPG Chair</p>	<p>Chair has decided to resign from the PPG and will subsequently put this in writing to the surgery. As the is no Vice Chair JK disbanded the PPG Group.</p>
	<p>Produced by JK PPG Chair 12/04/24</p>