

Wheatfield PPG Meeting Minutes

01.04.19

Meeting Room, Wheatfield Surgery

Present:

Kelly Houghton	KH	
James Knight	JK	
John Sargeant	JS	
Anne Purle	AP	
June Bayliss	JP	
Barbara Betts	BB	
Farida Sheikh	FS	
John Foster	JF	

Apologies:

Tracey Nyilas	TN

Agenda Item	Papers
Patient Satisfaction Project	<ul style="list-style-type: none"> Update and feedback – KH shared staff feedback with the PPG, the new system is working well for the doctors and reception seem to be managing the patients easier than when we first launched. Weekly meetings with reception and GP's to communicate any problems. Video Consultations – Dr Alabi is piloting skype consultations, starting later this month. This will improve access for patients that may struggle getting into the surgery. Routine Waiting times – KH explained that the national average waiting time to see a GP was 2-3 weeks. We are currently under two weeks and are working hard, and constantly monitoring the availability, to ensure that we remain within this time frame.
CQC	<ul style="list-style-type: none"> KH updated the PPG with the news that we have received notification of our annual telephone review which is scheduled for 15/04. KH explained that this will take approximately one hour with both Dr Sharma and Tracey speaking to the inspector. Also explained that she has informed us it is highly likely that this call WILL trigger a visit, simply based on the length of time since our last visit. Should we receive notification of this, we will let PPG members know as they will want to speak with PPG members on the inspection day.
Staff update	<ul style="list-style-type: none"> Our new nurse Ridhi, has started this week. She has a two week induction programme and will need extensive training as she has come from the hospital so will not be able to carry out practice nursing duties immediately. Her minor illness training is also booked! We have a new receptionist also recently join us, Nadia. She is working 8-4 Monday to Friday.
PPG Member Elections	<ul style="list-style-type: none"> Will postpone this until we have more members present.

AOB	<ul style="list-style-type: none"> • Extended Access • Carers coffee morning – JS asked if any feedback from the last coffee morning, KH reported excellent feedback from patients, next coffee morning arranged for 25th April at 10.00. KH to order an urn!! • Outside bin/litter problems – BB reported the bin outside the front entrance is full again? Cleaners should be emptying this daily. KH to speak to the cleaning company • Broken window in reception – KH will arrange handyman to have a look at this to help with ventilation in the warmer months. • Defib – BB asked where our defib is situated (nurses station) as Houghton Regis medical Centre have one on the outside of their building. • Dr Alabi – Name plate still outside Dr Palits room – KH will arrange to move. • Wheatfield stickers at reception peeling off – KH will arrange to move • BB will attend CCG PPG meeting at Incuba – KH to post recent minutes. •
Next Meeting Dates	<ul style="list-style-type: none"> • Wednesday 1 May 2019 – 18.00-19.00