

## Wheatfield PPG Meeting Minutes

14.01.2019

### Meeting Room, Wheatfield Surgery

**Present:**

Kelly Houghton	<b>KH</b>	
Tracey Nyilas	<b>TN</b>	
Barbara Betts	<b>BB</b>	
Anne Purle	<b>AP</b>	
James Knight	<b>JK</b>	
John Sargeant	<b>JS</b>	
Pauline Callon	<b>PC</b>	
Anthony Horsfall	<b>AH</b>	
John Foster	<b>JF</b>	

**Apologies:**

Agenda Item	Papers
<b>Patient Satisfaction Project</b>	<ul style="list-style-type: none"> <li>• KH updated the group about the appointment system changes and explained that we are on course for 11/02. Dr Alabi has trialled the new system and thinks it is just about manageable, more face to face appointments than before so perhaps need a break/catch up slot in the middle somewhere.</li> <li>• A question was asked about online access, this will increase dramatically with the new system as lots of patients have fed back that they would like to see more available online and we aim to digitalize as much as possible.</li> <li>• Seeing your GP of choice? Again, as before, this should become easier with pre-booking appointments you can specify which Dr you would prefer to see.</li> </ul>
<b>How can you help?</b>	<ul style="list-style-type: none"> <li>• Another very kind offer of leaflet dropping as a way of educating patients of the changes we are making. <b>KH draft leaflet – URGENT</b></li> </ul>
<b>Staff update</b>	<ul style="list-style-type: none"> <li>• A new receptionist is now in post working full time 12-8 over five days.</li> <li>• TN informed the group of the plans to take on 2/3 new nurses. One being a training post with a view to training them up to see minor illness patients.</li> </ul>
<b>PPG Member Elections</b>	<ul style="list-style-type: none"> <li>• KH explained that as a committee we need to at some point elect Chair, Vice and Secretary roles. KH encouraged everyone to have a think about whether or not they would like to commit to a position and we will revisit this at the next meeting. <b>ACTION - ALL</b></li> </ul>
<b>AOB</b>	<ul style="list-style-type: none"> <li>• Text reminders for appointments doesn't seem to be working. TN will have a look at the system and make sure this is switched on.</li> </ul>
<b>Next Meeting Dates</b>	<ul style="list-style-type: none"> <li>• Monday 25<sup>th</sup> February 2019, 18.00-19.00</li> </ul>

