

Wheatfield PPG Meeting Minutes

02.10.2019

Meeting Room, Wheatfield Surgery

Present:

Tracey Nyilas	TN	
James Knight	JK	
John Sargeant	JS	
Anne Purle	AP	
Asjad Sheikh	AS	
Barbara Betts	BB	
Dr Azhar	SA	
June Baylis	JB	

Apologies:

John Foster	JF

Agenda Item	Papers
Patient Satisfaction Project	<ul style="list-style-type: none"> TN advised that the next pre-bookable appointment is in 1 weeks time. TN advised that we are recruiting 2 additional full time receptionist to help with the wait time for phone calls. TN also advised of a new system called Engage Consult – where patients can message into the practice with medical problems, this would then be passed to a GP and the appropriate action taken.
CQC	<ul style="list-style-type: none"> TN advised that we have received our CQC rating – Requires Improvement. All the actions that CQC have asked we complete have been completed and they will be back to visit by February 2020 with a full inspection to follow in August 2020. The report can be found here https://www.cqc.org.uk/provider/1-199717480
Primary Care Network Patient Participation	<ul style="list-style-type: none"> TN asked if the group would be willing to attend a patient participation meeting with patients from the PPG's from the two other practices in our primary care network, Houghton Regis and Toddington. Date and time to be confirmed but TN will be in touch when she has a date JK enquired about the hub in Dunstable. TN advised that this is going ahead and will probably open in approximately 2 years time. The 5 practices in Dunstable do have the option to move into the hub. TN is not aware who will be moving in. Wheatfield patients will have access to the services available in the hub.
Self-Referrals	<ul style="list-style-type: none"> TN advised that she hadn't forgotten about the Self-Referral campaign. The medical secretaries are helping TN to work on this.
Carers Coffee Morning	<ul style="list-style-type: none"> The next Carers Coffee Morning is 24th October at 10.00am. It was agreed to devise some leaflets about the Carers Coffee Morning for clinicians to hand out to patients to try and increase the attendance

Chair/Vice Chair/Secretary	<ul style="list-style-type: none"> • TN asked if anyone would be interested in the following roles of Chair, Vice Chair and Secretary to let TN know. BB queried that we do not have enough members to vote this in. TN to park until the next meeting
AOB	<ul style="list-style-type: none"> • Flu – TN advised that we have our flu in stock for the over 65's and we have a clinic running on Saturday 12th October for the over 65's. There is a delay in the under 65's at risk vaccine but we are due to receive this at the end of October. • Praise – AS praised Helen for her kindness during their Stop Smoking appointments • Hearing aid batteries – TN advised that we do stock hearing aid batteries as do the pharmacy • Dr Azhar asked if anyone would be interested in attending a gentle exercise/mindfulness class on Friday afternoons. There was interest in this.
Next meeting	<ul style="list-style-type: none"> • Wednesday 13th November 6pm