

Wheatfield PPG Meeting Minutes

08.01.2020

Wheatfield Surgery

Present:

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| Tracey Nyilas | TN | |
| James Knight | JK | |
| John Foster | JF | |
| Anne Purle | AP | |
| Asjad Sheikh | AS | |
| Barbara Betts | BB | |
| John Sargent | JS | |
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Apologies:

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| Agenda Item | Papers |
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| Patient Satisfaction Project | <ul style="list-style-type: none"> The surgery has received nearly 700 responses to the patient survey. We need to collate all the responses and TN will bring the results to the next meeting JK advised that he called and was 4th in the queue but still had to wait 20 minutes until the call was picked up. |
| Primary Care Network | <ul style="list-style-type: none"> TN updated all that the Primary Care Network has now employed a Clinical Pharmacist and a Social Prescriber to work across the three practices in the network. They has started this week and the Social Prescriber shall be attending our next meeting to introduce herself and her role. The next Primary Care Network Patient Participation meeting is on 24th February at Toddington Medical Centre – AP and JK shall be attending. |
| Carers Coffee Morning | <ul style="list-style-type: none"> The next Carers Coffee Morning is on 30th January at 10.00am. A representative from the Disability Resource Centre and our new Social Prescriber shall be attending. |
| Self-Referrals | <ul style="list-style-type: none"> JK advised the More Life (the weight management service) do not accept referrals for patients with a Luton address. TN to ask the secretaries here to check with them before finalising the self-referral poster |
| Referrals | <ul style="list-style-type: none"> AS raised concerns about his orthopaedic referral having to be dealt with by the Circle MSK hub. TN advised that all orthopaedic referrals must be sent to the hub first. If the GP was to refer directly the referral would be rejected. TN also updated the group that for certain referrals we have to apply for funding first and these may be rejected. This is due to the cost of referrals and the CCG trying to manage the budget |

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| Staffing | <ul style="list-style-type: none"> • TN advised we have successfully recruited a new full time receptionist who started yesterday. Another receptionist has also increased her hours. JS advised that the queue at the front desk is a problem with only one receptionist on the front desk. TN advised that once the new receptionist is fully trained we shall be looking to have 2 receptionists at the front desk. It was discussed that it is difficult for the receptionist at the desk to see how long the queue is. TN to look into purchasing a mirror. • The lack of privacy at reception was also discussed. TN to discuss with the partners about potentially installing partitions for privacy |
| AOB | <ul style="list-style-type: none"> • TN confirmed that the practice has to release 4 appointments per day for 111 to book into. If these slots are not used by 111 an hour before the appointment time then the receptionists use them so they are not wasted. • TN suggested adding the following statistics to the Did Not Attend board in reception – No of patients removed for not attending appointments, number of patients removed due to bad behaviour. All agreed this would be a good idea. TN to implement |
| Next meeting | <ul style="list-style-type: none"> • Wednesday 26th February 2020 6pm |