

Wheatfield PPG Meeting Minutes

10.07.2019

Meeting Room, Wheatfield Surgery

Present:

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| Tracey Nyilas | TN | |
| James Knight | JK | |
| John Sargeant | JS | |
| Anne Purle | AP | |
| John Foster | JF | |
| Barbara Betts | BB | |
| June Baylis | JB | |
| Asjad Sheikh | AS | |
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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"> • Update and feedback – TN updated that the next available routine appointment was one week away. AS and AP discussed problems they had experienced with the booking system. AS suggested that patients with long term conditions have a marker put on their notes so that they can be booked appointments if required. AS suggested that 2-3 slots per day are reversed for these patients and if they are not utilised they can be released for other patients. TN to discuss problems and suggestion with partners and feedback to group • TN advised that we will have two new GP registrars joining us in August for a year which will increase the appointment capacity • Problems with waiting on the phone and waiting in the queue were discussed. AS offered to volunteer to help with the queue on a Monday. TN to discuss with the partners and feedback • JB advised that she was prescribed antibiotics for a urinary infection without being asked for a sample. BB advised that she had provided a sample and prescribed antibiotics but had not been communicated with the results. TN to discuss urinary infection guidelines with partners and feedback • Abusive patients were discussed. TN explained the process of instant removal if police are called. If police are not called the patient is sent a warning letter, if there is then a repeat offence they are removed |
| Carers Coffee Morning | <ul style="list-style-type: none"> • JB attended the July coffee morning. JB stated that there weren't many actual carers present. TN to speak to Graham. Graham has also contacted Keech to ask them to attend the next coffee morning as they run a carers course. TN to update all with the next date. |
| Primary Care Networks | <ul style="list-style-type: none"> • TN updated all on the new Primary Care Network structure. Instead of being in a locality with 8 other practices (all the Dunstable practices, |

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| | <p>Caddington, Toddington and Houghton Regis) we have now been aligned into 2 Primary Care Networks. Our network consists of us, Houghton Regis and Toddington. The idea is that we will work together collaboratively to provide services across the 32,000 patients registered with those practices. There will therefore no longer be a Locality Patient Participation Network but the Primary Care Networks will have to arrange their own meetings of the three practices PPG representatives. TN to provide further information when she has it</p> |
| Mjog Text Messages | <ul style="list-style-type: none"> • JK advised of problems with confirmation and reminder messages if patients have the app downloaded the message is sent to the app only and not as a text message. TN to look into the settings • JK also advised that on System Online it shows 'patient informed of result' when this has not been the case. TN to look into this. |
| Patient Transport Service | <ul style="list-style-type: none"> • TN advised that Caddington Surgery and Toddington Medical Centre offer a patient transport service through charity organisations to bring housebound patients into the surgery if required. TN asked the group if they thought it was something worth exploring for our patients. It was agreed that it would be complex to set up but would be worth exploring. |
| AOB | <ul style="list-style-type: none"> • JS advised that test results were not being sent out to patients prior to their diabetic review as per their invite letter. TN advised this process has been implemented in the last 2 weeks. TN to circulate a copy of the letter with the minutes • Cobwebs in the foyer and foot mat in the foyer in need of replacing. TN to arrange |
| Next meeting | <ul style="list-style-type: none"> • Wednesday 14th August 6pm |