

Wheatfield PPG Meeting Minutes

13.11.2019

Meeting Room, Wheatfield Surgery

Present:

Tracey Nyilas	TN	
James Knight	JK	
John Foster	JF	
Anne Purle	AP	
Asjad Sheikh	AS	
Barbara Betts	BB	
Dr Alabi	MA	
June Baylis	JB	

Apologies:

John Sargeant	JF

Agenda Item	Papers
Patient Satisfaction Project	<ul style="list-style-type: none"> • MA updated all about the appointment system changes. AS advised that he waited 40 minutes on the phone when calling the other day. MA advised that we are aware that the telephone access is a problem and we are working on ways to improve this. • MA requested if the PPG could be champions for the new system and help to educate the patients. • We are now advising patients to come back after 11am to deal with admin requests to try and reduce the queue in the morning and help people get their appointments booked quicker. • MA circulated the questionnaire that she has prepared that will be circulated to patients to review the system and asked for any comments or additional questions to be passed to TN. AS suggested that the specific things that can be dealt with in a video consultation are added to the question about video consultations • JF asked TN if she could share a list of all the GP's and what other roles they have for the PPG
Carers Coffee Morning	<ul style="list-style-type: none"> • BB advised all that there weren't many carers at the last Carers Coffee Morning although the lady from the Disability Resource Centre was very helpful. TN agreed that we need to do more to promote this
Primary Care Network Patient Participation	<ul style="list-style-type: none"> • We have a Primary Care Network Patient Participation meeting scheduled here at Wheatfield Surgery on 18th November at 12.30pm. 2 PPG representatives from Wheatfield (AP and JK), Houghton Regis and Toddington will be in attendance as well as MA who is the Clinical Director. More information from Primary Care Networks shall be shared at this meeting and the representatives in attendance will feedback to their respective PPG's

Self-Referrals	<ul style="list-style-type: none"> • TN circulated a draft self-referral poster with details of how patients can self-refer to three services. JK queried if Luton patients can self-refer to the Wellbeing Service. TN to check this and then finalise poster and publish.
Chair/Vice Chair/Secretary	<ul style="list-style-type: none"> • TN circulated the terms of reference for all members to read. It was agreed to then discuss Chair/Vice Chair and Secretary at the next meeting
AOB	<ul style="list-style-type: none"> • Patients who do not attend – JK queried if TN had managed to establish the age ranges of the patients who do not attend. TN advised that this is not a simple report but will require some further work • Online appointment – JK advised that the wait for online appointments was 3 weeks away. TN advised that this had been discussed in the practice earlier in the day and the gaps between the appointments being released need to be shortened
Next meeting	<ul style="list-style-type: none"> • Wednesday 8th January 2020 6pm