

## Wheatfield PPG Meeting Minutes

14.08.2019

### Meeting Room, Wheatfield Surgery

**Present:**

|               |           |  |
|---------------|-----------|--|
| Tracey Nyilas | <b>TN</b> |  |
| James Knight  | <b>JK</b> |  |
| John Sargeant | <b>JS</b> |  |
| Anne Purle    | <b>AP</b> |  |
| John Foster   | <b>JF</b> |  |
| Barbara Betts | <b>BB</b> |  |
| Dr Shah       | <b>AS</b> |  |
|               |           |  |
|               |           |  |

**Apologies:**

|              |            |
|--------------|------------|
| June Baylis  | <b>JB</b>  |
| Asjad Sheikh | <b>ASh</b> |
|              |            |

| Agenda Item                         | Papers   |
|-------------------------------------|--|
| <b>Patient Satisfaction Project</b> | <ul style="list-style-type: none"> <li>• AS discussed the appointment system and the difficulty to reserve appointments on the day for patients with long term conditions. AS explained that the triage system normally works well. AP stated that she feels the system failed her. It was agreed to feedback into the next meeting with reception about considerations for patients who have recently been seen but are not improving or their condition is worsening</li> <li>• Telephone Access – as part of the patient satisfaction project the practice will be addressing telephone access and looking at several different models to try and improve this including outsourcing. TN to keep the PPG updated</li> <li>• Online appointments – online appointment system was discussed. We currently only offer standard GP appointments online. We do not offer nurses as not all nurses have the same training and different appointments have set timings so it would be difficult to manage this</li> <li>• Frontdesk – it was reported that receptionists have been seen just walking away from the desk without acknowledging the patients. TN to discuss this with reception</li> </ul> |
| <b>CQC</b>                          | <ul style="list-style-type: none"> <li>• CQC inspection was on 7<sup>th</sup> August. TN thanked JS for coming in to be interviewed by the inspector. We now have to wait for our report and rating.</li> </ul>  |
| <b>Carers Coffee Morning</b>        | <ul style="list-style-type: none"> <li>• The next Carers Coffee Morning is on 29<sup>th</sup> August at 10.00am.</li> </ul>  |
| <b>Self-Referrals</b>               | <ul style="list-style-type: none"> <li>• JK had previously suggesting advertising services that patients can self-refer to. AS advised of the following services: physiotherapy, wellbeing services, smoking cessation and weight management. TN to create self-referral posters for the waiting room and a self-referral section on the</li> </ul>  |

|                                  |  |
|----------------------------------|--|
|                                  | website  |
| <b>Patient Transport Service</b> | <ul style="list-style-type: none"> <li>The group had previously discussed a patient transport service similar to Toddington and Caddington surgeries. This is something that still needs exploring further. TN to try and find out how the volunteer run transport service at the L&amp;D is run and feedback to the group</li> </ul>  |
| <b>Urinary Tract Infections</b>  | <ul style="list-style-type: none"> <li>At the last meeting there were queries around antibiotics being prescribed for urinary tract infections (UTI's) without a sample being tested. AS advised that the guidelines have changed – if the UTI is uncomplicated and the patient is presenting with 3 of the 5 symptoms of a UTI the GP can issue a prescription for antibiotics over the telephone without seeing the patient or taking a sample. Antibiotics will be prescribed for 3 days. If the symptoms are still persistent after 3 days then a sample will be requested. Same day telephone triage appointments are given for patients with UTI symptoms</li> </ul>   |
| <b>AOB</b>                       | <ul style="list-style-type: none"> <li>BB suggested purchasing some waste paper bins for the waiting room. There is already one but TN to purchase another</li> <li>Diabetic review test results – JK reported that the test results sent to patients prior to their annual review are hard to determine. AS advised that patients should be aware of what their HBA1C target should be so to only send out the HBA1C going forward.</li> <li>Educational sessions – AS advised that we are looking at developing group consultations for different disease registers i.e diabetes, COPD. This would consist of a group of up to 15 people. TN to feedback further developments on this to PPG. JS advised that he was very impressed with Dr Owusu's explanation of diabetes during a recent appointment.</li> <li>Text messages – BB had received a text message regarding a diabetic review but it was not clear where the message had been sent from as the Hospital also send texts. TN to ensure that Wheatfield Surgery is added at the end of each text message</li> </ul> |
| <b>Next meeting</b>              | <ul style="list-style-type: none"> <li>Wednesday 25<sup>th</sup> September 6pm</li> </ul>  |