

Wheatfield PPG Meeting Minutes

29.05.19

Meeting Room, Wheatfield Surgery

Present:

Tracey Nyilas	TN	
James Knight	JK	
John Sargeant	JS	
Anne Purle	AP	
John Foster	JF	
Barbara Betts	BB	

Apologies:

Agenda Item	Papers
Patient Satisfaction Project	<ul style="list-style-type: none"> Update and feedback – T.N. updated all that the waiting time for appointments is still just under 2 weeks which is on target. TN to arrange survey now it has been 3 months since the change. AP stated she would be happy to help with the survey. TN to include the questions for topic suggestions for patient education sessions in the survey and to place some suggestion slips in the waiting room. It was agreed that the changing appointment system posters should now be taken down. Video Consultations – Skype was not working well for video consultations so Dr Alabi is now using a different program which has proved successful. We shall continue with a soft launch of video consultations.
Carers Coffee Morning	<ul style="list-style-type: none"> Graham in reception now has the correct list of carers and the contact details of the carers support team at the Disability Resource Centre so shall be arranging the next date for the Carers Coffee Morning. TN will communicate the date once confirmed
CCG Patient Network Meeting	<ul style="list-style-type: none"> BB attended the last CCG PPN meeting. BB reported that there have been no minutes from this meeting despite her leaving messages for Emma. TN advised that she would chase this up with Emma
Staff Board	<ul style="list-style-type: none"> TN to create a staff board in reception stating which clinicians are working and which area of the waiting room patients need to sit in – area A or area B
DNA's	<ul style="list-style-type: none"> TN to breakdown the DNA figures and targeting who is not attending appointments. It was agreed that this should be one of the main areas of focus for the PPG
MJOG	<ul style="list-style-type: none"> PPG members reported that the new text messaging system is working

	well and they have received both confirmation and reminder texts
AOB	<ul style="list-style-type: none"> • Car Park – BB advised that the car park is full of cigarette ends. TN advised that the current gardening contract has come to an end and we are currently sourcing new gardeners. TN will look to arrange a weekly sweep up of the car park • Waiting Room – the leaflet rack in waiting area B is very untidy. There are also split chairs in this area. The windows in the atrium are also broken. TN to rectify waiting room issues • Spirometry – JK queried if there was a delay in these clinics as when trying to make an appointment for spirometry he was advised that there weren't any appointments and that he would be placed on a waiting list. TN to speak to reception and contact JK • Blood tests – the new criteria for blood tests for 75+ has not yet been updated on the website. TN to update. JK stated that when viewing his results on System Online that it states 'patient informed' when this is not the case. TN to look into this. • Pharmacy – BB stated that she witnessed a patient in the pharmacy with an insect bite. The pharmacist advised the patient that they needed to be seen. On presenting at the surgery all that the patient could be offered was a telephone appointment. TN explained that for same day appointments these had to be triaged over the phone by the GP first. TN will discuss with the GP's to see if pharmacy requests for appointments could override the system
Next meeting	<ul style="list-style-type: none"> • Wednesday 10th July 6pm