

Wheatfield PPG Meeting Minutes

08/09/2021

Wheatfield Surgery

Present:

Tracey Nyilas	TN	
James Knight	JK	
Ruby Malhotra	RM	

Apologies:

Anne Purle	

Agenda Item	Papers
Social Prescriber Update	<ul style="list-style-type: none"> • RM shared a presentation on the role of the Care Co-Ordinator which TN shall share with the minutes • VH updated that there are currently 100 patients on the caseload. The team are working with the Citizens Advice Bureau. JK queried about the divide in services available for patients in Luton compared to Central Bedfordshire. VH confirmed that the Citizens Advice Bureau work they are undertaking will be available for Titan Primary Care Network patients only. RM advised that Penrose could help for Luton patients • VH is now a qualified Health Coach and can now work with patients to offer Long Term Health goals. The team are also undertaking Mental Health training for Social Prescribers
Appointment Wait Time	<p>TN updated all that the appointments are released for booking on a 25 day, 10 day, 5 day and 1 day interval. They are also released at staggered time intervals throughout the day. The next available appointment time is therefore always changing. At the time of the meeting the next available bookable appointment was next Thursday. If the problem is urgent the patient will be offered a same day telephone consultation</p>
Missed appointments	<ul style="list-style-type: none"> • TN updated the missed appointment figures both telephone and face to face July – 234 missed appointments August – 157 missed appointments
Text Reminders	<ul style="list-style-type: none"> • Automated text reminders are currently switched off as the system is unable to differentiate different texts for different types of appointment. As we are currently having a mix of telephone and face to face to avoid confusion with patients attending the practice when they have a telephone

	<p>appointment. TN will review this again with the GP's. There has been no change to this since the last meeting but is something that we will continue to review</p>
Telephone System Update	<ul style="list-style-type: none"> TN advised that the new telephone system went live on 16th August. It is a comprehensive system and there are still features that the practice are learning about and will roll these out as appropriate. JK advised he had experienced using the new system and felt it was an improvement on the old system
Surgery Access	<ul style="list-style-type: none"> The gate at reception still remains closed as the practice feel we could not safely manage the influx of patients attending in person if the gate were to be opened. TN advised that this would be reviewed if restrictions were lifted but depending on the risk assessment at this time whether we will be able to open the gate. Surgeries are still operating under NHS England infection control guidelines which state that social distancing and mask wearing must remain in place in healthcare settings. All PCN practices are still operating with front doors closed
Covid and Flu vaccinations	<ul style="list-style-type: none"> We are still awaiting information on the Covid booster programme and will contact patients as soon as information is received. The flu vaccines are currently delayed due to road freight travel issues and again we will contact patients once vaccines are delivered to the surgery <p>The number of Wheatfield patients Covid vaccinated:</p> <p>1st vaccination given – 8,008 2nd vaccination given – 7,023</p>
PCN Update	<ul style="list-style-type: none"> The PCN have now recruited an additional Clinical Pharmacist who will be starting in December. This will allow all three PCN practices to have their own aligned Clinical Pharmacist
Staffing Update	<ul style="list-style-type: none"> The surgery has recruited a new receptionist and has another new receptionist joining on 20th September. This will mean the reception team is now fully staffed We have 6 new GP registrars who joined us in August. They are now offering appointments to patients. We will have a 7th GP registrar joining us at the end of September. This will help to improve the appointment capacity significantly Dr Thit is retiring and will leave the practice on 16th September
Patients within the Luton Boundary	<ul style="list-style-type: none"> 7,231 of our registered patients live within the Luton boundary. This is 55% of our total patient population
AOB	<ul style="list-style-type: none"> There is currently a national shortage of blood bottles so all routine blood testing has been ceased. We hope that this will resolve on 17th September but will need to deal with processing the backlog of routine requests CQC inspection is underway – this is now operating under a new process. With 4 weeks of submission of evidence/documents, virtual interviews with staff and a PPG member, remote review of our clinical system and interviews with GP's and finishing with a site inspection on 28th September. JK has kindly agreed to be interviewed by the inspector on 17th September. TN will update all on the outcome after this has been received
	<ul style="list-style-type: none"> Next meeting 20th October at 12.30pm

