

## Wheatfield PPG Meeting Minutes

20/10/2021

### Wheatfield Surgery

**Present:**

Tracey Nyilas	<b>TN</b>	
James Knight	<b>JK</b>	
Ruby Malhotra	<b>RM</b>	
Anne Purle	<b>AP</b>	
Simon Cox	<b>SC</b>	
Andrea Stenhouse	<b>AS</b>	

**Apologies:**

Sharon Ellis	

Agenda Item	Papers
<b>Social Prescriber Update</b>	<ul style="list-style-type: none"> <li>• RM provided an update on the Wellbeing Team (2 Social Prescriber and Care Co-Ordinator) They are currently working on a carers project for all three surgeries in the Primary Care Network (Wheatfield, Toddington and Houghton Regis)</li> <li>• The Social Prescribers Vicky and Imaan are undergoing Mental Health training to support patients with Mental Health needs</li> <li>• The Wellbeing Team will be attending flu clinics in the surgeries to promote their services</li> </ul>
<b>111 slots</b>	<p>At the start of the pandemic NHS England asked for all practices to provide 1 x 111 slot per 500 patients registered. For Wheatfield that would equate to 26 slots per day. We initially started to offer this many slots to 111 but found the most that were ever booked were 4 appointments. As per NHS England guidance we therefore reduced the 111 slots available to 4 per day. If these slots are not booked by 111 they are opened up to reception for generally booking so are never wasted</p>
<b>CQC Inspection</b>	<p>TN advised that the practice has recently undergone a month long CQC inspection. This involved submission of hundreds of documents, several interviews with all members of the team virtually, an interview with JK, a GP inspector logging into our system and running reports and checks and interviewing the GP's, culminating in an on site inspection on 28<sup>th</sup> September. We are still awaiting the outcome of the result of the inspection and TN will communicate to all once received</p>
<b>Staffing Update</b>	<ul style="list-style-type: none"> <li>• We have had another new receptionist start so reception are fully staffed. We have 7 trainee GP's in post at present who are offering consultations so this is increasing our capacity</li> </ul>

<b>Surgery Access</b>	<ul style="list-style-type: none"> <li>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. TN understands that the infection control guidelines are under review at the moment</li> </ul>
<b>Telephone System Update</b>	<ul style="list-style-type: none"> <li>Our new telephone system has been in place since 16<sup>th</sup> August. We now have the ability to report on numbers of calls September figures show: 13,605 calls in 6,745 calls out</li> </ul>
<b>Covid and Flu vaccinations</b>	<p>Flu vaccinations have been received and we are offering clinics at the surgery with a Saturday clinic on 23<sup>rd</sup> October We have just received Covid booster vaccinations and are working on vaccinating our care home residents and housebound patients first which will take a number of weeks JK advised of venues that offer walk in for Covid boosters and will forward this email to TN</p>
<b>AOB</b>	<ul style="list-style-type: none"> <li>Referrals discussed – TN advised of the CCG process of applying for funding for certain procedures that they deem to have limited clinical value. This means that the GP may refer a patient but the CCG could reject the referral. TN advised if this happens and the condition is worsening to book a telephone consultation with the GP to discuss</li> <li>JK suggested that the surgery website should be publicised better as a lot of things can be done using the website for patients that do not have System Online access</li> </ul>
	<ul style="list-style-type: none"> <li>Next meeting 1<sup>st</sup> December at 12.30pm</li> </ul>