

## 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>	

**Apologies:**


Agenda Item	Papers
<b>Social Prescriber Update</b>	<ul style="list-style-type: none"> <li>RM provided an update on the Carers Project that has just been completed at Toddington Medical Centre and the Social Prescribing team will now be rolling this out at Wheatfield</li> </ul>
<b>CQC</b>	The final CQC report has now been published following our inspection in September. We have been rated as requires improvement again which is very disappointing for the practice given what we have been through over the last 2 years. TN advised that the report is on both the practice website and CQC website for viewing.
<b>Access</b>	JK advised that it is very difficult to get appointments with a GP. You can book appointments for the nurse and HCA but not the GP. TN advised that the demand is through the roof at the moment and we are getting around 1000 calls per day which makes it very difficult. We have started a capacity and demand audit where the reception team will mark down what the patient was requesting for every call they take. Once we have then worked through all the data from the audit we will be able to see what our demand is and then look at the capacity and how that can be tailored
<b>Staffing Update</b>	<ul style="list-style-type: none"> <li>We are recruiting a new Advanced Triage Nurse Practitioner who is starting in January and also one of our current nurses is also stepping up to take on this role. The plan is that both nurses will be able to take on all the on the day acute requests and either deal with them or then triage and pass to the GP if they are unable to deal with the issue. They are both prescribing nurses so can issues prescriptions for antibiotics etc. This will help to free up the GP's for the more complex patients that they need to be dealing with because at the moment the GP's are being overwhelmed with acute problems that require antibiotics</li> </ul>

	<ul style="list-style-type: none"> <li>TN advised that she shall be leaving the practice and her last day is 7<sup>th</sup> January. We have recruited a replacement Practice Manager called Tabatha and she will be starting on 4<sup>th</sup> January. TN advised that all the PPG details will be handed over to Tabatha who will be in touch to arrange the next meeting</li> </ul>
<b>Telephone System</b>	<ul style="list-style-type: none"> <li>JK advised of a problem he had where he called at 17:50pm and then his call was not answered after hanging on until approximately 18:40pm. TN advised that the phones switch over at 18:00pm so no new calls can come in after that time but any calls already in the system should stay in the system and be answered. TN is aware the receptionists keep answering the calls, sometimes until 18:30pm until all the calls already in the system are dealt with.</li> <li>SC raised about being in the phone queue for a long time, almost if no-one is answering the telephone as the queue position doesn't change. TN agreed to raise this with the telephone company</li> </ul>
<b>DNA Rate</b>	In November we had 322 DNA's. TN advised that patients are written to following a missed appointment and after three missed appointments they are removed from the practice
<b>Registered patients</b>	We currently have 12,954 patients registered
<b>Covid Vaccinations</b>	<ul style="list-style-type: none"> <li>1<sup>st</sup> dose – 8,604</li> <li>2<sup>nd</sup> dose – 7,593</li> <li>Booster – 2,407</li> <li></li> </ul>