

Wheatfield PPG Meeting Minutes

02/03/2022

Wheatfield Surgery

Present:

Tabatha Saunders	TS	
James Knight	JK	
Ruby Malhotra	RM	
Anne Purle	AP	
Simon Cox	SC	
Victoria Harding	VH	
Graham Harvey	GH	
Helen Joynson	HJ	
Paula Clarke	PC	
Jane Robinson	JR	

Apologies:

Agenda Item	Papers
Social Prescriber update	<ul style="list-style-type: none"> JR gave an update on her starting as a young person (11 and 18 year olds) prescriber for the PCN. RM informed the group that there would be a new group being set up in 10th March from 11am to 1pm called Chumbs and Crumbs at Dunstable Leisure Centre.
Face to appointments	<ul style="list-style-type: none"> The consensus of the group was that there was still a lack of face to face appointment, TS and GH explained that there is new system in place whereby you are triaged initially and if a face to face appointment is required you will be given one, unless it is apparent that you need a face to face appointment which will be done on your clinical need, GH also made the group aware that we are now seeing more patients face to face than we have been.
Access	<ul style="list-style-type: none"> TS informed the group that new doors had been ordered which are automatic, so the gates will be replaced, these are currently being made, and once installed the doors will be opened, this will be done slowly in a controlled manner to prevent crowds of people and to protect our vulnerable patients that are already in the surgery awaiting appointments. GH informed the group that we are looking at setting up on line clinics for Asthma, COPD, Diabetic, chronic diseases, we are also looking to open up the on line booking system in general, so patients will not have to go through the phone system.

Staffing Update	<ul style="list-style-type: none"> We currently have 7 partners, 5 registrars, 5 nurses and 2 HCA's, Dr Palit will be retiring in April, which will take us back down to 6 partners.
Telephone System	<ul style="list-style-type: none"> The emergency phone has now been fixed for the DN's and external Paramedics etc, so they do not have to go through the phone system. Concerns made from the group that they are caller number one for half an hour sometimes, this has been rectified now, it was due to receptionists not logging into the phone system properly when medical secretaries for example were at lunch, we have also changed the call back system to shut off at 6pm instead of 5.30pm.
DNA Rate	<ul style="list-style-type: none"> In December we had 443 DNA's, in January we had 283 and in February 247, TS stated it is going in the right direction and reiterated that patients are written to following a missed appointment and after three missed appointments they are removed from the practice.
Registered patients	<ul style="list-style-type: none"> We currently have 12,841 patients registered
COVID 4th Boosters	<ul style="list-style-type: none"> Unsure if the PCN are undertaking this yet.
Positive feedback requested from the PPG group	<ul style="list-style-type: none"> TS has requested some positive feedback from the group if they see any improvements from any of the above. There was 2 positive feedbacks from the group around the ability to get a quick appointment and also a quick referral, TS will feed this all back to the clinical governance meeting at the practise.