

## Wheatfield PPG Meeting Minutes

10/05/2022

### Wheatfield Surgery

**Present:**

Tabatha Saunders	<b>TS</b>	
James Knight	<b>JK</b>	
Ruby Malhotra	<b>RM</b>	
Anne Purle	<b>AP</b>	
Simon Cox	<b>SC</b>	
Louise Mardle	<b>LM</b>	
Graham Harvey	<b>GH</b>	
Helen Joynson	<b>HJ</b>	
Paula Clarke	<b>PC</b>	

**Apologies:**


Agenda Item	Papers
<b>Social Prescriber update</b>	<ul style="list-style-type: none"> <li>RM stated that the chum's club is doing very well, annual health check presentation will be starting up next week which is a new thing they are taking on.</li> </ul>
<b>CQC Update</b>	<ul style="list-style-type: none"> <li>TS told the group that there was no update on when the next inspection is, and the practise are having regular meetings, with a large action plan that is being worked through, the document is live, and it is updated regularly.</li> </ul>
<b>Staffing update</b>	<ul style="list-style-type: none"> <li>TS told the group that we have 6 partners now due to Dr Palit's retirement in April, we have a new salaried GP called Dr Marina who will be doing 6 sessions a week, 7 registrars, 5 nurses and 2 HCA's.</li> </ul>
<b>Telephone System</b>	<ul style="list-style-type: none"> <li>TS told the group that Wheatfield now have a no more emergency appointments button in the surgery that prompts a recorded message stating that there are no emergency appointments that day and will prompt you to call back either in the afternoon or the following morning, this is to try and reduce the amount of phone calls through to the surgery unnecessarily.</li> <li>We are working on the phone recordings now, to try and alleviate the confusion around prescriptions.</li> <li>PC asked why you cannot book an appointment at the desk when you have been seen by a clinician that day and you are already in the surgery, it was confirmed that this is the only time you can book an appointment at the front desk, and this will be fed back to reception staff, you cannot</li> </ul>

	<p>come into the surgery and book an appointment without being seen by a clinician first.</p>
<b>Access Update</b>	<ul style="list-style-type: none"> <li>• TS told the group that we have successfully set up online booking for smear tests, we are going to see how that goes first then we will open this up for health checks, there is no update on the doors, as soon as they are fitted we will be open the doors.</li> <li>• We have also fitted a door between the front desk and back room for reception.</li> </ul>
<b>DNA Rate</b>	<ul style="list-style-type: none"> <li>• In March we had 241 DNA's, in April we had 319. There has been a change to policy around this, we can no longer deduct patients from the surgery after 3 DNA's, this now needs to be escalated to the CCG or NHSE for them to make a decision on whether the patient can be deducted or not.</li> <li>• JK asked if there is a way you can pull the data in age groups, LM said there was.</li> </ul>
<b>Registered patients</b>	<ul style="list-style-type: none"> <li>• We currently have 12,754 patients registered.</li> </ul>
<b>COVID 4<sup>th</sup> Boosters</b>	<ul style="list-style-type: none"> <li>• The CCG have rolled out the spring booster programme for all housebound patients and moving forward this will be completed by the CCG and they will contact patients directly for this, Wheatfield surgery will not be undertaking this.</li> </ul>
<b>Positive feedback requested from the PPG group</b>	<ul style="list-style-type: none"> <li>• 5 praises for staff, 1 for social prescriber, 2 for the same nurse, 1 for Debbie and Graham in reception and 1 for Dr Owusu.</li> </ul>
<b>Meetings moving forward</b>	<ul style="list-style-type: none"> <li>• Moving forward these will be face to face at 18.30pm, LM will lead on this. We will try and recruit some more members via the dashboard. The meeting will be every quarter, PPG should chair and set the agenda, this needs to be added to the next agenda for discussion. We are also in the process of updating the website in general, and having a big overhaul of it, this will take time, so TS has asked that you bear with us with this.</li> </ul>
<b>AOB</b>	<ul style="list-style-type: none"> <li>• JK raised a question about Carers in the practise – Luton strategy meeting, RM the social prescriber, will refer the patients in this instance.</li> <li>• JK asked if we can send text messages out to all patients to let them know about the website, LM stated that it is difficult to undertake this if patients don't have mobile phones, then the rest of the patients will need to have letters written, it was decided that we will put a message on the welcome note to inform patients of this service.</li> <li>• JK asked how many people access the website, TS stated she wasn't sure that we could get this information, again we could put this on the welcome message, but there was concern that the phone message may be too long, AP suggested that we put a signpost on the door when entering the surgery. SC stated that he thinks we can access this via the website, LM to look into this.</li> <li>• PC stated she thought that the website could be discriminatory against the older patients as not all patients can use computers, LM stated that that is why we have the phone system to, so that patients can still phone and speak to someone.</li> <li>• AP asked who gets health checks, HJ confirmed it was age group 40 to 74 without a pre-existing medical condition. LM stated It is for prevention.</li> <li>• AP asked why the meds are not being uploaded on to patients notes, TS</li> </ul>

	<p>and LM confirmed that L &amp; D had not been forwarding on in a timely manner and they had a big back log which they are working through, AP asked why she got the letter through and we didn't, but LM confirmed that we do not always get the letters through at the surgery at the same time as the patient, LM apologised for her experience and expressed that we are trying to work through these in a reasonable time and thanked AP for raising it.</p> <ul style="list-style-type: none"><li>• JK stated it was good to see IA, RM and VH out in the community.</li><li>• JK stated if the meeting is face to face, then Wendy will be joining us.</li></ul>
<b>Next meeting</b>	<ul style="list-style-type: none"><li>• Wednesday 10<sup>th</sup> August 2022 at 18.30pm face to face in the surgery.</li></ul>