

Wheatfield Surgery Patient Participation Group Minutes - 18/01/2023

Attendees:

Michaela Campbell - Practice Manager
Angelika Kulawiak - Assistant Practice Manager
Vicky Harding - Social Prescriber
James Knight - PPG Chair
Anne Purle
Paula Clark
Toni Joyce
Wendy Richards
Sue Geldart
Barbara Betts

Apologies
Michael Watts

Agenda items Discussed

- (1) Michaela and Angelika introduced themselves to the group as the new Management team for Wheatfield Surgery
- (2) Do Not Attend Figures for Appointments/ Telephone Calls
Oct -403 --- Nov -475 --- Dec -359 – Jan to 13/1/23 -168
Managers to look at how these figures can be improved.
- (3) Carers identified on medical records (CURRENTLY 190)
- (4) Patients registered as 12446 for surgery. Will still take on new patients as necessary.
- (5) Appointments – the surgery is aware of difficulties and is trying to resolve them.
- (6) Vicky Harding gave update from the Social Prescribing Team of events.
- (7) Boards in Surgery – Michaela advised that surgery is having a “facelift” and leaflets, etc to be removed and possible TV Screens to be installed .
Water machine will be removed.
- (8) Entrance to surgery , Old Mat and Area not very Clean .
Michaela advised new contractors for cleaning , new mat and decorators coming
Are coming In .
Car Park –Rubbish needs addressing – To be looked at.
- (9) Surgery Website – JK to let Manager know about issues.

- (10) Receptionists to have ongoing training regarding answering phones etc.
- (11) No GP available for any updates.
Michaela gave updates about new staff .
- (12) Carers Day Event – To be looked at by surgery.
- (13) Percentage of Luton and Central Beds at Wheatfield – Figures currently Unavailable but assumed as last time 51% Luton, Beds 49%
- (14) What help is available that are digitally excluded and need assistance ?
Time2Connect can assist with this.

Next Planned -PPG Meeting 18th April 2023 at 6 pm for 6.10 pm start.