

Patient Participation Minutes
Wheatfield Surgery
18th April 2023 @ 6pm

Attendees 18/04/23	Apologies
Angelika Kulawaik (AM)	Michaela Campbell (PM)
DR.Ali	
James Knight (Chair)	Ruby Malhotra (SP) Next Working Day
Anne Purle	
Wendy Richards	
Barbara Betts	
Paula Clark	
Tonia Joyce	
Sue Geldart	
Michael Watts	
Kim Young	
Sarah Coulman	

(1) Angelika (AM) introduced herself to The Group as new PPG Members Started and sent Apologies for Manager .	
(2) Patients that Missed and DID NOT ATTEND Appointments Figures	JAN 246 , FEB 170 ,MARCH 214 , APRIL TO 14/4 /23 100 Patients contacted by surgery for missed Appointments
(3) Appointment Update from Surgery	This is currently being looked at to see about solutions. The Surgery is currently looking into introducing E-consultations .
(4) Telephone System Update	No real update but surgery is looking into Improving this – Suggestions by PPG – Recorded Message for urgent and non urgent calls –to ring after a certain time if non urgent. Send Text Message to patient ? Solution – This may free up calls first thing in morning and afternoon. If E-consultations introduced the number of calls should decline to surgery.
(5) Social Prescriber Update Carers Coffee Morning 4 th MAY 2023 – 11am to 13.00pm Dunstable Leisure Centre	No Social Prescriber Present for an update at meeting – Question Raised by PPG – How can Social Prescribing be promoted at Surgery Level Literature or TEXT Message service to

Dunstable	patients or on surgeries TV Monitor .
(6) Repeat Prescriptions	<p>To be looked at by surgery Raised by PPG – Delays with Medication Reviews Home Deliveries with pharmacy being delayed when an item is unavailable and they wait to send out rest when the items come back in .Patients not always getting a text message regarding collections. (Patients are sometimes aware of medication shortages) Surgery have said that Patients that need deliveries is to take this up with the Pharmacy itself and also with regards to text messaging service.</p>
(7) Website	<p>This is to be looked at by Angelika. Issues raised by JK & SC & SG</p> <p>Surgery website needs to include both Luton & Central Bedfordshire Services as the surgery has a split ratio to patients (51% Luton & 49% Central Bedfordshire</p> <p>Doctors & Nurses on website to include Languages spoken, Speciality and Days Worked.</p> <p>Proper FEEDBACK and Complaints Link–Not just how was your experience at the surgery (Boxes Good or Poor Experience.</p> <p>Surgery has indicated on the surgery website, left hand side, it states Friends & Family Test (paper copies available at the surgery to pick up as well); .Also under title: Admin Office/Feedback and Complaints, also under Practice Information/Policies and Procedures/Suggestions, comments & complaints.</p>
(8)Staffing Update	Angelika provided update to group.
(9) PPG Boards	Surgery has provided one information board for the PPG .to advertise.
AOB	AP Mentioned issues with Blood Test Results –Surgery to look at.

	With regards to Blood Test the surgery do monitor when blood tests are but is also responsibility of patient to remember .
	No Zoom (Internet) appointments currently being done .
	JK would like to thank the social prescribing team (Ruby) for assistance in a good and timely manner with dealing with my partner's issues.
	PPG –Thanks to the Management in updating the decoration + Information Boards which makes the surgery more welcoming to patients.
	Suggestion by PPG that the surgery could have a separate on duty doctor daily to deal with patients that need to see a doctor on the day
	Extended hours to be 6.30-9.30 New provider starting

NEXT PPG MEETING TUESDAY 25th JULY 2023 @ 6pm for 6.10pm Start

Dated 4/5/2023 Produced by JK