

Patient Participation Minutes  
Wheatfield Surgery  
25<sup>th</sup> July 2023 @ 6pm

Attendees	Apologies
Michaela Campbell ( Manager	
Melissa Francis ( LANP )	Paula Clark
James Knight ( Chair )	Tonia Joyce
Anne Purle	
Wendy Richards	
Barbara Betts	
Sue Geldart	
Michael Watts	
Kim Young	
Sarah Chouman	
Ruby Malhotra ( SP)	

1) Patients that Missed and DID NOT ATTEND Appointment(ents Figures	Figures April 395, May 377, June 457, July to Meeting date 342. Patients are contacted by phone or letter for non-attendance
(2) Appointment and telephone line update from Surgery	This is currently being looked at to see how further improvements can be made. Some changes have already been made
(3) Update on Wheatfield Surgery Website	This is currently being updated by surgery , JK,VH with relevant information for patients.
(4) Update Regarding Econsult on Surgery website.	Econsult is another online method to contact surgery for your health and to get an appropriate appointment. This is going live on the 8/8/2023.
(5) Social Prescriber Update	Health Promotion Event in June –Good Turnout –Concerns about space available, Anxiety, Depression Topics. A new App is available called ShinyMind which has been tried and tested to help reduce stress & anxiety and is going well . VH is a Mental Health Trainer and there are currently 9 Patients being shown about being digital included.
(6) Vaccination Charges	AP raised concerns about some charges for vaccinations where some other surgeries do not charge. Michaela to look at charges and to advise.
(7) Staffing Update	Surgery is running at full capacity
(8) Extended Hours Access Update	From Sept 2023 – This will be in house

	<p>and not an external company.</p> <p>Toddington Surgery ---Mon  Houghton Regis ---Wed /Fri  Wheatfield Surgery ---Tue /Thurs  Saturdays – Wheatfield will be doing 2 sessions per month .Hours 9am -5pm – Abena Ahenkorah (New ANP )to do Saturday with MF if needed.</p>
( 9) Can the surgery provide any smaller TV monitors to display Surgery information in the waiting areas	The surgery have stated NO to this.
(10) Current patients at surgery	There is currently 12442 on the books
(AOB)	
Melissa Francis ( ANP )	<p>Melissa is doing more triaging for patients –  Emergencies in mornings and routine in the afternoons  Triage on the day is a 5 hour call back and is by medical need.</p>
Health Checks – Up-to age 74	Leaflets advising this .
Patient Newsletter	To be looked at by PPG and Surgery
Text Messaging	Surgery looking in to this regarding appointments next day to avoid dna’s
Safe Room – Domestic Abuse or other	<p>To be introduced at surgery with telephone and information available.  AJ (Recep) To be trained as an advisor for patients .</p>
SC ( PPG )	Commended Reception staff of politeness And understanding when ringing.

NEXT PPG MEETING TUESDAY 10<sup>TH</sup> OCTOBER 2023 @ 6pm for 6.10pm Start

Dated 7/8/2023 Produced by JK