

Patient Participation Minutes  
Wheatfield Surgery  
Tuesday 10<sup>th</sup> October 2023 @6pm

Attendees	Apologies
<b>Angelika Kulawiak-Borek-Asst Manager</b>	Michaela Campbell -Manager
Dr.Esteki	Paula Clark
James Knight ( Chair )	Wendy Richards
Anne Purle	Michael Watts
Rosie Annan	Kim Young
Barbara Betts	Titan PCN Social Prescribing Team
Sue Geldart	
Sarah Chouman	
Jane Lee Social Prescriber Life Hacks for young persons. Active Luton	

1) Patients that Missed and DID NOT ATTEND Appointments Figures	Figures July,Aug,Sept,Oct to date ,Total 1384 appointments missed. Patients are contacted by phone or letter for non-attendance 'Management to check reminder Texts to patients as not all receiving these.'
(2) Econsult – How Well is site being used – Number of Econsults since introduction  Any Did Not Attend Figures	Site is showing a positive response. 2672 , APPOINTMENTS TO DATE SINCE AUGUST 2023.. A couple of non- responses to calls made.
(3) Staffing Update	New PA – Works Mon/Thurs/Fri .  Practice Nurse –Gemma
(4) How well is enhanced extended hours being used within surgery and how many appointments given per day Between 6.30-8.00 pm.?	12 missed appointments since surgery took over appointments. Appointments are 15 minutes long. Enhanced appointments work extremely well.
(5) Social Prescriber Update	Letter attached at end for social prescribing update.
(6) Guest Speaker Jane Lee –Social Prescriber For Children & Young People –Active Luton	.Leaflet attached at End Of report . Gave service details of Life Hacks for 11-19 years old.

	Upto 12 weeks, working with young person. Life Hacks currently work with 4 PCN's . They Work along CAHMS And PCAS. They are able to meet in school or in the community.
(7) Covid & Flu vaccinations to date	Patients vaccinated 1380
(8) Number of Current Patients at Surgery	There are 12,472 patients.
(9)Prescriptions Anne Purle To Expand	AP asked about prescriptions that are not available and when replaced the system still deducts of number issued. Dr Esteki explained that this is normal and will not affect further ordering. The surgery is notified monthly.
(10) PPG Board & Website Feedback	Board Needs to be looked at, to much surgery information on PPG Board. Could be thinned slightly. Surgery website – No feedback as yet.
( 11)Any other Business	
EConsult -Appointments. (MW) Is there a cut of time for using this ?	EConsult is currently operational between 8.30am till 16.00pm MON to FRI. This is operating nationwide .
Dr Esteski – Trainee Doctors	There are currently 5 Trainee doctors working at the surgery.

NEXT PPG MEETING TUESDAY 9<sup>th</sup> January 2024 @ 6pm

Recent updates from Wellbeing Team

Whilst we are trying to keep up to date with new and existing referrals there is currently a short wait list period to access the service due to staff capacity.

We recently presented our work on SMI at the ICB Personalised Care Conference in MK which was a resounding success. I continue to offer training for Mental Health First Aid to staff across the PCN and have recently passed phase two of three of the qualification.

Chums and Crumbs update -we have received funding from a number of sources and continue to offer support to Titan's vulnerable adults. We have extended the service to operate a taxi service to bring our regular attenders from Lewsey Farm Area to the group and home again. We are also using part of this funding to offer a Christmas meal at The Chequers in Houghton Regis on the 7<sup>th</sup> December where we will be issuing each attendee with both Small Acts of Kindness warm winter bags as well as Christmas Boxes to help with the festive period.

Whilst our indoor walking football sessions have been well attended it has not targeted the specific cohort we had aimed for (Dementia) we plan to re issue literature to be more specific about our target audience as well as extended the initial 6-week trial period a further 8 weeks with a small admission fee required to attend.

We continue to work on plans to extend support offered (Carers coffee mornings, Chums as well as planning to implement Walks for Health at Whippsnade Zoo) to include a Menopause Self Help Group to be run biweekly which will be open to all whether they are experiencing menopause, supporting someone they love through menopause or have lived experience of the menopause. This is likely to be up and running following the Christmas period and will forward regular updates until then.

Kind Regards

Vicky

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Please see next page for Life Hacks Leaflet



For 11-19 year olds

**FEELING LOW?**

**WORRIED OR ANXIOUS?**

**LONELY OR ISOLATED?**

**CURIOUS ABOUT YOUR IDENTITY?**

**LIFE HACKS MIGHT BE FOR YOU!**

Ask your GP about free guided support to help improve your health and emotional wellbeing.



Scan here to find out more!



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