

Patient Participation Minutes
Wheatfield Surgery
Tuesday 9th January 2024 @6pm (Cancelled)
Re-Schedule Tuesday 16th January 2024 @6pm

Attendees	Apologies
Michaela Campbell	Social Prescribers – Letter Provided
Muhammed Akbar Iqbal (Pharmacist)	MW
James Knight (Chair)	RA
AP	SC
SG	
BB	
WR	No response From Members
TG (New Member)	PC
KY	

(1) Introductions	Michaela and members introduced themselves
(2) Patients that Missed and DID NOT ATTEND Appointments Figures	<p>Figures, OCT 453 ,NOV 411 ,DEC 315 Patients are contacted by phone or letter for non-attendance Patients that fail to attend 3 appointments booked, can be struck off from the practice without good reason.. It has been noted that HCA’s have the most missed appointments.</p> <p>-----</p> <p>Appointments offered at the surgery . OCT 5399 , NOV 5560 ,DEC 4059</p>
(3) Social Prescribing Team Update + Pharmacist AKBAR Update	<p>Vicky sent email with update (attached at end of minutes)</p> <p>-----</p> <p>Akbar gave an update with issues with medication supplies and explained that this is a nationwide issue. Unfortunately ,alternatives have to be sourced but needs GP intervention which can delay medication allocation. Home Medication deliveries are now MON-FRI only for those in need..</p>
(4) AP mentioned about 2x mobility scooter bays by pharmacy wall. Patients have been parking scooters in Disabled car Parking bays, which has been causing problems.	<p>Surgery is looking into putting 2 marked bay by pharmacy wall for mobility scooters. No car parking signs to be placed on outside wall against pharmacy. The surgery are looking into a painted no</p>

Cars are also parking against pharmacy wall and metal fence causing obstructions.	parking zone
(5) EVENT @ THE SURGERY	Michaela is looking into an Event at the surgery on a Saturday in the Spring regarding Carers and possibly Prostate Issues (TBC) + *Menopause Event to be arranged by Social Prescribing Team*
(6) Staffing Update	Michaela explained that there are new receptionists, new registration clerk on call doctor and there are 2 new Advanced Nurse Practitioners that can sign prescriptions.
(7) Triage System	Michaela explained the telephone system , and how receptionists direct patients to the relevant teams in importance of medical need.
(8) Rubbish Bin Removal @Surgery Entrance	There is a real difference without the Rubbish Bin , so the surgery do not want to re-install this. PPG Members have been assisting with odd litter in the car park with litter picks etc. Michaela thanked the members that helped with this.
----- Cigarette Droppings- around certain Door Areas not accessible to patients. Raised by PPG	Michaela to investigate and report.
(9)Prescriptions Issues with ordering prescriptions that items not requested on list	Surgery to investigate this
(10 Prescription Line + Medical Secretary Line -Change of Hours + Staff	Lines are now only open Mon-Fri 9.30-12.30 daily. Jackie the prescription clerk is happy to see patients Face to Face.
A.O.B	
EConsult -Appointments.	EConsult is currently operational between 8.30 am till 4- MON to FRI. This is operating nationwide. Contact via EConsult is still being made to the surgery by this method and referrals are slowly picking up month to month.
iPads @ the surgery	Michaela explained that Grahame and Diana (Reception Team) now have an iPad to help patients at the surgery to access online services. They will also assist if you are not computer minded.

NEXT PPG MEETING ----- TUESDAY 9th April 2024 @ 6 pm

Update from Wellbeing Team

It has been a busy month for the team ensuring compliance with all mandatory training requirements whilst ensuring all new referrals are actioned in a timely manner. As a team, we have been working with Dunstable college media department to create a personalized video of support offered by Titans ARRS team complete with testimonials from previous interventions as well as community engagement. Filming to start in a few weeks time , dates to be confirmed.

Preliminary talks with Community Leads , (St Hughes, Local Schools and LBC) to develop a Friends of Lewsey Group.

Patient survey sent for Menopause Cafe - online or face to face delivery, once results are collated we will commence group sessions around women's health, this will be advertised on various platforms start date TBC however imminent

Chums and Crumbs Christmas event was a huge success attended by 20+ vulnerable adults across our PCN, all attendees received a Christmas dinner and a gift. We received positive feedback from all that attended.

- Team visited by Social Prescribing & VCSE Health & Wellbeing Programme Policy Lead Dee Dilistone. We received praise on our service and how this is delivered.

Regards

Vicky

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For 11-19 year olds

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Produced by JK On 23/01/24