



## Minutes of the Walnut Tree PPG Meeting Held at 10 a.m on the 28<sup>th</sup> February 2023

<b>Attendees</b>	Robert Seaman(RS), Sabrina Kan (SK) Ian McColl (IM) Stephanie Warren (SW) Jacqueline Theobald (JT) Mary McMahon(MM)
<b>Apologies</b>	Marion Stevenson-Hoare, Mary Charlwood, Fin O’Fathaigh
<b>New Members</b>	
<b>Chairperson</b>	Janet Smith (JS)
<b>Practice Representative</b>	Kylie Jordan (KJ) Neringa Petkuniene (NP)
<b>Start</b>	10 am

### **1. Welcome, apologies and new members**

JS welcomed the members to the meeting. Special welcome to JT a who was attending her first meeting.

### **2. Matters arising from the previous minutes**

IM requested clarification on the letter abbreviations of members as recorded in the minutes.

### **3. Report from the surgery and Appointment Trial**

Kj reported on the new trial appointment system which had commenced on the 3<sup>rd</sup>.January. As with all new systems this had certainly been a learning curve. Whilst the practice was able to offer appointments six week in advance the present computer system was not programmed to accept more than 4 weeks in advance hence the patients being unable to see the full range of available appointments on-line. KJ was awaiting the GPs diary schedules to enable her to reset the online system availability. At present face to face appointments were running at five weeks . Telephone appointments were running smoothly with the 8 am rush being reduced .

All practices were experiencing patient overload but remote hubs e.g. such as Acute Respiratory , Chronic Disease (COPD) were available to the practice for those patients able to travel which helped in reducing the waiting times

KJ reported that the practice had held a Youth Information Drop -in on the 5<sup>th</sup> February. The attendance had been a little disappointing but those that did attend had benefitted. The practice would be setting future dates for the young adults.

KJ reported that funding had been withdrawn for the central RMS referral hub meaning that all referrals would now have to be handled in house.

Kj reported that Nurse Amy Critchley would be leaving the practice but the practice had employed two new nurses one of which specialised in diabetic care.

IM asked how the staff were managing with the both the staff changes and the need to constantly increase capacity. KJ reported that all staff have regular 1 to 1 meetings with their line managers but admitted that all staff were feeling the pressure. SW asked at what point would the practice reach saturation point as far as patient numbers. KJ said at this st



stage even though the practice was overloaded the practice could not refuse to accept new patients.

KJ reported that Trainee GP Dr I Eke was now in her final year – and treating patients at the practice

**4. Clinical Reviews**

JS requested further information on the number of clinical groups serviced by the practice and if these groups had been affected by the Covid lockdown. JS asked if it would help those patients to receive general information via the newsletter. KJ reported that the practice serviced numerous specialised groups viz. asthma, diabetes, hypertension, obesity, cancer support and epilepsy to name a few. These groups were supported by the practice nurses and KJ would ask the senior nurse practitioner for her thoughts on the newsletter support.

**5. Walking Group**

Sadly no news as far as starting the walking group. RS was still keen to lead and was trying to obtain a tricycle. He and John Norris were still available. JS had spoken again to MK Walking but they were in the midst of restructuring.

**6. Newsletter**

The Spring newsletter was now completed and available in the reception area. JT commented that as a patient she had been unaware that the practice had a newsletter. JS explained that we had on numerous occasions tried to get the newsletter distributed via the Parish. SW offered to discuss with the Parish and subsequently has success in persuading the Walton Parish to add our newsletter to theirs when next published. Sincere thanks go out to SW with this success. She also noted that a copy would be put on the Parish notice board.

**Carers Café**

KJ estimated that the practice about 200 carers. The practice was trying to establish a venue in the Walnut Tree area. IM suggested the "Meeting Place". KJ would discuss with Dan Preston and Carers MK.

**7. In House Courses**

KJ reported that Nurse Rebecca Mouch had set a date of the 5<sup>th</sup> May at 2 pm for the Resuscitation Course – JS to confirm with members who would be attending.

**8. Any other business**

IM asked how the practice dealt with abusive patients. KJ reported that in general the abuse was telephonic but that this was taken very seriously and the practice manager handled by writing letters to the patient. Unless physical abuse occurred the practice was limited to what else could be done. JS again suggested that a camera be installed in the reception so that should a patient be abusive towards a member of staff intervention and support could be provided.



MS had written a letter requesting clarification on the Triage Form that had to be completed before some appointments. KJ said that she would respond to MS directly and try and clarify the issue.

With no further business thanks were given to those that attended and the next meeting would be held on the 11<sup>th</sup> April 2023 @ 2 pm