

Walnut Tree Health Centre Patient Participation Group Meeting minutes 26.05.2022

Attendees:	Mary Charlwood (MC), Brenda McCreery (BM), Mary McMahon (MM) Robert Seaman
Apologies:	Stephanie Warren (SW), Sabrina Kan, Julie QI (JQ), Susanne Bascovic
Chair:	Janet Smith (JS)
Minutes:	Kylie Jordan
Start:	13:00
Close:	14:00
Next Meeting:	Thursday 16 th June 10:00 – 11:00

This was the first PPG meeting post COVID-19 and an opportunity for members of the PPG to catch up on the Practice updates since 2020. An informal meeting ahead of our official recommencement of the Monthly PPG meetings.

Dr Triona Withanage, Clare Briars and Neringa Petkuniene came to welcome back the PPG and introduce themselves.

Kylie updated the attendees on the following:

- Staffing - New Practice Manager – Clare Briars December 2021, Kylie Jordan promoted to Deputy Practice Manager January 2022, Neringa Petkuniene Promoted to Senior Receptionist, New GP's Dr Charmiane Panchal, and Dr Nina Kitchingham
- Practice has worked hard on phone wait times, installing call log software for all admin staff, adopting a 'all hands-on deck' approach to the phones, dramatically cutting the wait times for patients.
- Prebookable face-to-face appointments have been reinstated, with the option to book over the phone, at the desk or online. Telephone consultations are also available to book online.
- The practice is using Facebook and the website more to communicate with patients – updating both with key information. Recently sharing our 'going into hospital' service, where patients can let us know if they have a planned admission coming up, a member of our Care Coordinating Team will contact the pt prior and after admission ensuring their medication, follow up GP/nurse appointments, sick notes etc are organised.
- The PPG would like to meet with our Ascent Social Prescribing Team to understand the services they offer – Kylie to coordinate
- Walking group – The surgery would love to restart this and have asked JS and the PPG to investigate the logistics. Previously, the walking group was run but MKC who have the relevant insurance etc. Can we link back up with the council? Start a group with a different provider?
- Newsletter –The surgery would like to bring these back and JS has suggested the title "Hatches, Matches and Despatches" with important staff updates and practice protocol. All ideas and assistance from the PPG will be gratefully accepted. To discuss further at the next meeting