**Minutes of the Walnut Tree PPG Meeting Held at WTHC**

**On the 11th April 2023 @ 2 p.m.**

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| **Attendees** | Sabrina Kan (SK) Ian McColl (IM) Jacqueline Theobald (JT) Mary McMahon(MM) Mary Charlewood (MC) |
| **Apologies** | Marion Stevenson-Hoare, Robert Seaman, Stephanie Warren |
| **New Members** |  |
| **Chairperson** | Janet Smith (JS) |
| **Practice Representative** | Clair Briars – Practice Manager (CB) |
| **Start** | 2 p.m |

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

JS welcomed the members to the meeting. Apologies received from Robert Seaman, Stephanie Warren, Marion Stevenson-Hoare. Kylie Jordan sent apologiesand Claire Briars was kindly representing the WTHC. Noted that Mr Fin O’Fathaigh had resigned

1. **Matters arising from the previous minutes**

None voiced – thus minutes accepted.

1. **Report from the surgery and Appointment Trial**

CB reported that there had been a restructuring of the admin office. Naomi Carey had been employed as the new Reception Manager, whilst Neringa Petkiniene transferred to become the compliance officer and support the administrators.

Nurse Amy Critchley had left and replaced by Nurse Helen Winnick. Nurse Amanda Coley employed as the diabetic support nurse.

The Covid Spring Booster would be available to the over 75’s and vulnerable patients. at the WTHC during May. Six staff would compress patients into a two day intense service.

The practice was to be redecorated and the carpets replaced.

CB expressed a desire to upgrade the internal garden area with benches and flower. JS reported that this had been previously investigated but due to possible insect stings suggested fresh flowers not be used in hanging baskets. A possible future project for the PPG.

The WTHC were placing a camera in the reception area. Staff safety was paramount and sadly the incidence of abusive patients was increasing. Staff were overworked, demoralised

and at times considering resigning. Many complaints at reception stemmed from distressed patients querying the supply of medication. Peak Pharmacy was functioning without a permanent pharmacist – hence patients were unable to obtain medication timeously. Following discussions JS and IM would attempt to meet with the regional manager of Peak Pharmacy. Also the PPG would undertake a survey of the other pharmacies in the area to compare services. The results would be published in the newsletter.

Again the appointment system was discussed at length – too many patients and too few staff. CB reported that a new system was being investigated that would allow telephonic and on- line triage of patients.

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1. **Basic Life Support**

This has been scheduled for the 5th May. Five members would be attending – no prior arrangements are needed – attendees just need to meet with Rebecca Mounch at 2 pm in the staff room.

1. **Walking Group**

Sadly no news as far as starting the walking group. Emily Collinson from the Parkside HC had expressed interest in starting a group. Obtaining insurance for the walkers has been the difficulty – IM suggested that walkers could sign a disclaimer – CB to investigate.

1. **Newsletter**

JS requested ideas for the next newsletter. CB requested that information be provided on the extended clinic access such as the respiratory clinic – all of which increased the availability for patients needs to be addressed.

IM recommended input on the pharmacy investigation.

CB also reported that the WTHC was now moving towards being environmentally friendly.

JS to meet with CB ago obtain more info.

**Carers Café**

No further information available

1. **Any other business**

MC asked if the practice had heard of the Dementia Friendly Group. CB reported that the practice would investigate. Anna Louise Taylor of the Alzheimer’s Society would be the contact to provide relevant info.

With no further business thanks were given to those who attended and the next meeting will be held on the 25th May 2023 @ 2 pm