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

 **On the 29th of June 2023 @ 2 p.m.**

|  |  |
| --- | --- |
| **Attendees** | Mary McMahon(MM)Marion Stevenson Hoare (MS) Robert Seaman (R/S) Mary Charlewood (MC) Jacqui Theobald (JT)  |
| **Apologies** | Sabrina Kan, Stephanie Warren, Ian McColl,  |
| **New Members** |  |
| **Chairperson** | Janet Smith (JS) |
| **Practice Representative** | Kylie Jordan (KJ)  |
| **Start** | 2 p.m  |

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

JS welcomed the members to the meeting. Apologies received from Ian McColl, Sabrina Kan and Stephanie Warren.

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

None voiced – thus minutes accepted.

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

KJ discussed the progress of “ Engage Consult” This is the online system that allows the patient to provide a brief medical history and obtain an appointment, advice etc within a few hours. It was available online between 7-8:30 am and serviced by trained staff to triage the patients needs. The feedback so far had been very positive. 717 patients have been assisted through system. The one criticism is that the questionnaire is a little long and the team were meeting with the developers to try and adjust.

The practice was also looking into upgrading the web site to make it more user friendly.

At present the Practice was advertising for a new receptionist, paramedic and a GP.

The Practice has a new F2 trainees and ST3 trainee. Our GP trainers are Dr Triona Withanage and Dr Khatereh Emambakhsh.

1. **Peak Pharmacy Feedback.**

The Prescription Charter was presented to the group. It clearly sets out the responsibilities and obligations of the patients, the Health Professionals at Walnut Tree Health Centre, and the staff of Peak Pharmacy at Walnut Tree.

MS suggested that the wording be slightly changed to add “maximum” of 10 for the re-ordering of prescriptions. Discussions were also held regarding the reviewing of meds.

Many members expressed concerns on the shortage of specific drugs experienced by many pharmacies.

All members of the PPG wished to record their thanks to IM for his efforts in preparing the document. The next stage would be to publish on the website and also to prepare a six point chat memo for the newsletter.

 Page 2

1. **New Vape Shop in Walnut Tree.**

The existence of the new Vape Shop was discussed. All in the committee expressed concerns on its proximity to the Walton High School, the newly built nursery, and the Walnut Tree Health Centre. JS agree to write to the Parish Council documenting our concerns and to request what supervision was being conducted.

RS noted that in Australia adults who wished to give up smoking traditional cigarettes were prescribed vapes thus controlling the progress and limiting the use to non smokers.

1. **Walking Group**

JS and R/S were meeting with Susanne Basovic on Friday 30th. Parks Board had taken over all walks and Susanne had recently attended the launch and would discuss the feasibility of our walk. Hopefully progress could be made to restart this project.

1. **Newsletter**

All agreed that the new Patients / Pharmacy Charter would form the basis of the next newsletter. Also, to provide information on the new “ Engage Consult” programme available to patients

1. **Any other business**

RS requested that a larger bicycle rack be considered. Many patients now cycle, and it is imperative that their cycles be safe . He further suggested that if the area was roofed patients could leave prams outside. KJ agreed to take this request to the partners.

MC again reported on her visits with the Dementia Steering Group. KJ Requested MC arrange for a visit to ensure the practice was as much as possible Dementia Friendly.

JS suggested that we actively attempt to gain some younger members to the group thus providing a broad representation of the WTHC patient base.

With no further business thanks were given to those who attended, and the next meeting will be held on the 27th of July 2023 @ 2 pm