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

 **on the 2nd October 2024 @ 10 am**

|  |  |
| --- | --- |
| **Attendees** | Marion Stevenson Hoare (MS) Mary Charlewood (MC) Jacqui Theobald (JT) Mary McMahon (MM)  |
| **Apologies** | Ian McColl: Stephanie Warren: Robert Seamen: Sabrina Kan: Dilip Nathwani |
| **New Members** | Trish Nathwani (TM)  |
| **Chairperson** | Janet Smith (JS) |
| **Practice Representative** | Kylie Jordan |
| **Start** | 2 p.m  |

1. **Welcome, and apologies.**

JS welcomed the members to the meeting. Apologies received from Ian McColl, Stephanie Warren, Sabrina Kan, Dilip Nathwani and Robert Seamen. JS welcomed TN to the group and thanked her for her time and input.

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

None voiced – thus minutes accepted.

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

KJ reported that Nurse Maneulle Egbebu was leaving, as was Geraldine Sharratt the Pharmacist. A full time pharmacist replacement had been employed and an advert had been placed for a replacement nurse. The new Engage Consult was reportedly going well – And feedback from the patients was positive. Care needed to be taken not to overload the system by extending the hours too much thus extending the response time of the triage team and defeating the object of the programme.

The meeting was joined by Karen Kitto – the MK representative for Healthwatch. She discussed her role to listen to the social care, support services and medical experiences of the 280,000 residents of MK. Karen was visiting all GP practices and PPG meetings to gauge experience and enable and guide residents in the right pathway of care. The PPG members expressed their willingness to help. Karen requested that she be allowed to join the walking group and the vaccination programme – which would be a perfect avenue to talk to residents.

1. **2023 Vaccination Schedule**

JS was preparing a roster for the PPG members to assist the staff in guiding patients. JS asked if patients had to sit in reception for 15 minutes after their vaccination as in the past. KJ reported that this was not the case unless the patient was particularly at risk and this would be handled by the specific nurse providing the vaccination.The vaccination days were 20th October and the 27th October and all PPG members were requested to help if possible. Subsequent to the meeting an extra day of vaccinations had been added viz 3rd November 2023. JS would circulate the roster when all PPG members had noted the times they were able to assist.

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

JS reported that she had been in contact with Jennifer Richards Senior Caseworker for Iain Stewart MP but to date they had not had a definitive reaction from MK CC but presumed they were waiting for a national directive. ‘The National data on underage usage and the long-term medical effects was gravely concerning.

1. **Reception Confidentiality area.**

This was discussed at length, and it was suggested that a Perspex extension to the reception area could be erected to provide a confidential area for patients, whilst not removing the on-duty receptionist from the area. The Perspex could have a coloured or soundproof lining to provide added confidentiality.

1. **Newsletter**

JS reported that the newsletter was still in the planning stage.

1. **Walking Group**

JS was pleased to report that the Walk and Talk walking Group was progressing well. Numbers continued to be limited but new members had been accepted.

1. **Macmillan Coffee Morning**

Agreed to combine the coffee morning with the 27th October vaccination programme. TM and MC had offered the run the event in reception. JS had obtained the Macmillan banners which were with KJ. DN had obtained a donation from Costco and JS confirmed that Tesco would do an extra bake for us on Friday 27th. JS had arranged disposable cups and bags for the cakes. The practice would arrange for the credit card reader to be available. All help on the day would be gratefully received.

1. **Any other business**

Whilst the Engage Consult was running successfully many patients who were not computer efficient were unfortunately being excluded – PPG members agreed to host a basic computer course to help patients learn how to access this important facility. Notices would be given out during the vaccination days to assess interest.

Karen Kitto raised the question of how the practice supported non-English-speaking patients. KJ explained that translators were available. JS asked if anyone in the practice was able to assist the hearing-impaired patients by using British Sign Language – KJ to investigate the number of hearing-impaired clients registered with the practice and consideration be given to training a staff member to use British Sign Language.

JS asked if the practice had noted the reports that over many years in the Nottingham and Newcastle areas, a computer glitch had caused hundreds of thousands of reports and guidelines not to be sent out to GPs and patients. KJ reported that this was not known but felt that our Health system would not be affected.

With no further business, thanks were given to those who attended, and the next meeting to be held on the 28th November 2023 at 2p.m.