**Walnut Tree Health Centre PPG Meeting Minutes**

**22nd January 2024 10:00 – 11:00**

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| **Attendees** | Marion Stevenson Hoare (MS) Mary Charlewood (MC) Jacqui Theobald (JT) Mary McMahon (MM) Stephanie Warren (SW) Sabrina Kan (SW) |
| **Apologies** | Robert Seamen, Dilip Nathwani, Tricia Nathwani, Ian McColl, Dhanraji Singh |
| **New Members** | Anne Burkle (AB) |
| **Chairperson** | Janet Smith (JS) |
| **Practice Representative** | Kylie Jordan (KJ) Sarah Fullick (SF) |
| **Start** | 10:00 |

1. **Welcome, and apologies**

JS welcomed the members to the meeting. Apologies received from from Ian McColl and Dilip and Tricia Nathwani. JS welcomed Anne Burkle to the meeting and looked forward to working with her.

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

None voiced – thus minutes accepted.

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

KJ reported that Engage Consult continues to go well, system access time for patients extended to 07:00 – 17:00. The practice is working on a questionnaire that all users of Engage will receive 24 hours after using the system, measuring patent satisfaction with Engage specifically, this will be in addition to the mandated Friends and Family questionnaire. Engage Consult has reduced waiting times however the surgery and PPG acknowledge their remains patients with limited computer knowledge or online access. The practice and PPG intend on providing training sessions for those patients that indicated an interest at flu/covid clinics. Age UK computer training had lost their funding, but investigations were ongoing. Melissa Cooper of Age UK had offered a further suggestion which JS will follow up.

Two new receptionists, Sarah and Rita, have joined the practice – the PGG extended their welcome to them both. Sarah attended todays meeting.

Two Trainee had also joined the practice – F2 Dr Mujo and ST1 Dr Sethy.

New flooring has been put in surgery corridors, reception back office, staff and disabled toilets and staffroom. New practice signage, room names and numbers and staff badges will be coming to the practice soon.

Discussions were ongoing re. offering a Carers Café. The practice was working closely with Ruth Marriott of Carers MK. to make the practice Carer friendly. JS expressed concern that many young carers were not identified as their caring of parents was all that they had known. JS asked if schools in the area were also involved with Cares MK. KJ had been advised by Ruth that the schools are active in identifying and supporting child carers.

December Did not attend (DNA) figures were presented and discussed:

175 patients did not attend appointments. Patients receive both confirmation and reminder SMS. The breakdown: 47 GP appointments, 67 nursing appointments, 34 Minor illness appointments, 23 blood test appointments and 4 physio appointments. The committee asked about repeat offenders – and were they contacted after the missed appointment. Discussions were held regarding this e.g letters sent to repeat offenders. When a pt DNA’s a red flag reminder sits on their patient home screen for 6m. previous appts are also stored in pt records under appt history. Many ‘repeat offenders’ have underlying or complex issues that would lend to appt DNA’s that the surgery must take into account etc. Minor illness appts are typically booked OTD, no more that 7 days in advance and this is the second highest figure for December DNA’s. Nursing appts – different to GP appts, these are typically pre planned appts booked in advance. KJ and the Reception team identify any appt booked typically longer that 8 weeks prior on the nursing lists for the following day and call the pt to confirm intention to attend. These pt’s also receive a SMS reminder the day before however DNA rates remain high.

With Measles in the news JS asked if the practice were actively promoting the vaccinations. Perhaps a reminder on the practice screens to new parents. Suggested that we provide information in the next newsletter. The practice has a protocol for suspected cases which includes an isolation room that is prepared with the suitable kit for keeping any suspected cases contained and other vulnerable pt’s safe.

1. **Ideas for obtaining new members.**

JS thanked the members for all they did for the PPG but felt that as we represent a wide patient demographic the group, where possible, represent the population. She requested that we actively try and encourage a few younger members to join.

1. **Newsletter**

JS requested ideas from those present for the next newsletter. A section on DNAs had been suggested, information on measles and CC offered to obtain information on the various food and warm social hubs in the area. JS would continue with a section on explaining each profession.

1. **Engage Consult Progress**

This was discussed under the Report from the practice and JS will further investigate AGE UKs help. Approximately 20 people had signed up for instruction.

1. **Carers Coffee Morning / Ideas for future Projects**

Whilst actually having a Carers Coffee morning seemed distant at this stage - the success of the Macmillan Coffee morning and the obvious happiness of the patients who participated the committee suggested that perhaps two future coffee mornings could be considered. Various charities were suggested viz. Guide Dogs, Wilen Hospice. All present agreed and we would discuss a Spring date, raising funds for Wilen Hospice, at the next meeting.

\*\*Subsequent to the meeting JS contacted Wilen Hospice who were only too happy to provide a banner, posters and a collection tin for any future coffee mornings.

1. **Any Other Business**

IC requested information on the practices consideration for ear wax referrals. As this is no longer provided or financed by the NHS - patients are referred privately. IC queried why the patient could not obtain antibiotics from the individual rather than having to be referred back to the practice and await another appointment. JS explained that prescribing was not in the remit of acoustician or audiologist hence the need to see a pharmacist or GP.

JT asked if any progress had been made in respect of the Walnut Tree Vape Shop. JS explained that the matter was being discussed locally by the Council who would instruct regular Trading Standards inspections. In the meantime the whole issue of flavoured vaping was being discussed at Central Government when hopefully a decision would be made soon to ban the flavoured vapes that are so attractive to children.

With no further business – thanks expressed to those who attended.

**Next meeting, WTHC, 7th March 2024, 14:00.**