**Walnut Tree Health Centre Patient Participation Group**

**Meeting Minutes**

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| **Date**  | Thursday 7th March 2024  |
| **Time**  | 14:00 – 13:00  |
| **Attendees** | Jacqui Theobald (JT) Stephanie Warren (SW) Sabrina Kan (SK) Robert Seamen(RS) Dilip Nathwani (DN) Ian McColl (IM) Anne Burkle (AB) : Dhanraji Singh (DS) |
| **Apologies** | Marion Stevenson Hoare: Mary McMahon: Hiteshree Nathwani: Mary Charlewood |
| **New Members** | N/A |
| **Chairperson** | Janet Smith (JS) |
| **Practice Representative** | Kylie Jordan, Neringa Petkuniene, Naomi Carey |
| **Start** | 14:00  |
| **Close**  | 16:00  |

1. **Welcome, and apologies.**

JS welcomed the members to the meeting. Apologies received from Mary Charlewood, Mary McMahon, Hiteshree Nathwani and Marion Stevenson Hoare.

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

None voiced – thus minutes accepted.

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

Kylie welcomed WTHC staff members, Neringa and Naomi to the meeting. Kylie explained that she would be handing over the administration of the PPG to Naomi and Neringa. She would of course be available to assist in any way and would be attending future meetings when available. JS welcomed Neringa and Naomi to the meeting and thanked KJ for her help and advice with the PPG – which under her care had grown. JS wished her well with her new role.

KJ reported that two new receptionists had been trained but sadly receptionist Navin was leaving.

Current Receptionist, Laura Bean, has completed her Phlebotomy training and will begin clinics April 24.

Plans are in progress to upgrade the reception area – removing the plexiglass shield that was instated during the pandemic, and raising the position of the reception desk, bringing staff to eye level with patients.

A confidential area, as previously discussed in the PGG meetings, is also planned. The security of the reception staff is paramount and again JS recommended a camera be installed in the reception area.

A new telephone system is due to be installed in the next few weeks – this, amongst other facilities, will provide patients in a queue of 10+ the option of being automatically called back when they reach number 1 in the queue. Calls will also be recorded.

The practice is anticipating a planned visit from the Care Quality Commission (CQC), an independent regulator of health and social care in the UK. WTHC was pleasingly rated as “good” at the last visit. PPG members offered to assist in any way they could.

February Did Not Attend (DNA) figures were presented and discussed:-

164 patients did not attend appointments despite SMS reminders. The breakdown is as follows:

* 42 GP appointment
* 73 nursing appointments
* 20 Minor illness appointments
* 29 blood test appointments
* 4 physio appointments

KJ explained that when a patient DNAs, a red flag reminder sits on the patients Home Screen. Previous appointments are also stored under appointment history. JS suggested that when the patient received a confirmation SMS – that the message could contain a facility to cancel. DNA appointments are a serious capacity issue which has been addressed in the latest Newsletter.

1. **Social assistance** **help List**

JS reported that following discussions with Mary Charlewood it was muted to provide a comprehensive list of warm hubs, social assistance facilities and food banks in the MK area.

This could be made available at the practice and on the surgery’s facebook page and website. KJ, NP and NC agreed that it would be a great help to vulnerable patients and those in need.

1. **DNA a suggestion**

As discussed during the report from the surgery DNA figures remain high. Investigations will be undertaken by NP and NC as to providing a cancel button on reminder SMS’s.

1. **Distributing information to patients**

Members of the PPG queried whether staff at the practice can inform all patients of ‘Normal’ test results. Whilst the practice informs patients of all results that are not ‘normal’ and/or need further action the practice does not routinely contact all patients with normal results as there are upwards of 300 results coming into the surgery daily. When the clinicians take samples, pt’s are informed they will not be contacted if the result is normal. All test results are available for pt’s to view, including details on levels, on SystmOne online and the NHS App. The group suggested pt’s also be informed of this at when having bloods with clinicians in the practice, NP and NC will discuss and suggest with nursing lead.

On the subject of blood tests IM suggested that one nurse could be made available to take bloods following an appt with the GP, on the day of the appointment. It was explained by the practice that if a patient requires ‘urgent’ bloods or bloods within a timeframe outlined by the clinician then they will be arranged, otherwise patients can expect to book a blood test within 2 weeks which is considered an acceptable timeframe within the NHS.

1. **Newsletter.**

JS reported that the Spring newsletter was now completed. Much time and effort is taken to complete the quarterly newsletter with important and interesting information for pts. JT offered to take a copy to the Parish Council and SW also agreed to try and distribute.

1. **Engage Consult**

Engaged Consult has made the process for making appointments etc. much easier for patients. The PPG would like to offer tutorials for those pts that may not be confident in using the system and produce a ‘how to guide’. Approximately 20 people had signed up for tutorial sessions previously. NP and NC will coordinate with JS.

DN reported that he noticed Engage Consult it was only available for 45 minutes daily one week. NP reported that on that occasion there had been an acute shortage of both clinical and administrative staff. A message was put on both the website and FB with positive, supportive comments from pt’s on the FB post.

Both IM and DN suggested that the Engage Consult facility be available for 24 hours, allowing patients to record requests but there be a notice that the service was only manned from 07:30 to 17:00. Much like the phone lines into the practice are not open 24hrs taking messages, it is important the practice maintains control over the incoming requests and queries to ensure all submitted requests are managed appropriately and safely.

IM was concerned that the practice closed telephone lines between 1-2. Thes are still open and pt’s can speak to someone, but there is a message during this time asking pt’s to call back after 2pm if their call is not urgent. This is to allow staff sufficient lunch breaks. Staggering breaks is not possible at present due to staffing levels. The surgery remains open 08:00 – 18:30 Monday – Friday excl. bank holidays and PLT afternoons.

1. **Coffee Morning**

The PPG will host a coffee morning, later in the year, to support Willen Hospice. NP to advise a date to work towards.

1. **Any Other**

A member of the PPG reported that they was having problems obtaining a specific health appointment for themselves. JS reminded members that it was not appropriate for PPG members to discuss personal issues but in this instance kindly NC offered to assist.

JT reported that at a recent Parish Council meeting the practice was discussed – following discussions the group decided to invite a member of the Parish Council to the WTHC PPG meetings. JT to address in consultation with JS.

Close.

**Next meeting: Thursday 11th April 14:00 – 15:00**