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

**on the 11th April 2024 @ 2 pm.**

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| **Attendees** | Sabrina Kan (SK) Robert Seamen(RS) Dilip Nathwani (DN) Anne Burkle (AB) :Marion Stevenson- Hoare (MS) Mary McMahon (MM)  Counsellor Russell O’Brien(RO) |
| **Apologies** | Hiteshree Nathwani: Mary Charlewood : Jacqui Theobald: Stephanie Warren: Dhanraji Singh: Ian McColl |
| **New Members** |  |
| **Chairperson** | Janet Smith (JS) |
| **Practice Representative** | Naomi Carey (NC) and Neringa Petkuniene (NP) |
| **Start** | 2pm |

1. **Welcome, and apologies.**

JS welcomed the members to the meeting. Apologies received from Ian McColl, Mary Charlewood, Stephanie Warren, Jacqui Theobald, Hiteshree Nathwani, and Dhanraji Singh.

JS Welcomed Counsellor Russell O’Brien to the meeting and expressed her wish that he would become a permanent member. A collegial relationship between the two groups would most certainly help the community we both served.

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

No comments – minutes accepted.

1. **Report from the surgery**

JS a welcomed Neringa and Naomi to their first meeting.

NP reported that 3 part time receptionists have been employed – two have started their training.

Laura has completed her phlebotomy training and started her clinic on Friday.

Surgery has started updating the reception waiting area – the glass partition had been removed. Next step is new flooring and new elevated reception desk.

Plans are made to create a private space for patients to be used when needed.

Committee has suggested to install a camera in the reception area. To confirm with CB.

The directions to the treatment rooms will be upgraded in the future. In the meantime, handmade signs could be installed. NP to action.

A new telephone system had been installed – reception can now see call queue, waiting time, call back system can be activated by the caller if more than 10 patients are in the queue.

Number of patients using Engage Consult continues to increase.

We’re waiting to hear from Age UK if they would be able to offer help in training patients to use Engage consult.

NC to add to Nurses meeting agenda: following a blood test, nurse to inform patient that we will only contact them if the result comes back abnormal or needs additional action.

Discussions were held regarding the Pharmacy First introduction. Community pharmacist (Peak, Boots and Tesco in Kingston) can, if appropriate, supply antibiotics for certain conditions. List is displayed in the Peak Pharmacy.

March Did Not Attend (DNA) figures:

200 patients did not attend their appointments:

37 GP appointments,

80 nursing appointments,

24 minor illness appointments,

38 blood test appointments,

21 physio appointments.

Several PPG members asked if repeat offenders can be identified and what action can be taken to reduce missed appointments.

Questions arose of the demographics of patient with DNA.

The GP appointments availability was raised. The number of patients had grown exponentially +/- 25% over the past 10 years. With the expansion of MK, new areas are added to Surgeries catchment area (Glebe farm and eagle farm south).

Surgery must accept patients living in the area.

DN asked if the BlackBerry Clinic could assist with spare rooms.

1. **Report from meeting with Integrated Care Board / Primary care.**

Four members of the PPG attended the meeting on the 22nd of March 2024 regarding the proposed changes to Primary Care in the Bedfordshire Luton and Milton Keynes area. The meeting was well attended. Primarily aim was to make sure more services were available in the future and informing patients of these services. More information can be found on:

Welcome to the website of the Bedfordshire. Luton and Milton Keynes Integrated Care System- Bedfordshire, Luton and Milton Keynes (BLMK) Health.

(blmkhealthandcarepartnership.org

1. **Walking Group**

The walking group is now well established. SB, the walk lead, was unable to attend the meeting but had asked JS to inform surgery that the Walk and Talk group meets in front of WTHC every Wednesday at 10:30am weather permitting.

Walk takes about an hour along various safe routes, ending back at the surgery.

1. **Newsletter.**

Various ideas were put forward for the next newsletter such as publishing the various support services available for patients. AB suggested a section on the self-referral facilities such as Pharmacy First and Physiotherapy.

Counsellor RB confirmed that he had received the Spring newsletter on behalf of the Council. Thanks to JT for expediting this.

1. **Coffee Morning – Willen Hospice**

NC and NP suggested to arrange the coffee morning on Wednesday 12th of June between 10 am and 12pm. JS agreed to contact the Willen Hospice for their advertising material and DN offered his wife’s help to bake. JS would check the amount of paper cup. NC to check with CB about ordering new water urn. NC to email WT staff to donate baked goods.

1. **Any Other Business**

RO expressed concern that the practice was unable to attend the next Council Meeting AGM to be held on the 8th of May at 7 pm. NP was not aware of this and will check.

Several members of the PPG agreed to attend the next meeting.

JS asked RO if the local Council was responsible for road markings as those outside the WTHC were faded and need to be repainted. NP to check with CB.

With no other business, JS thanked those who attended.

Special thanks went to Naomi and Neringa who had represented the WTHC.

The next meeting scheduled for the 23rd of May at 2 pm.