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

**on the 23rd of May 2024 @ 10 am**

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| **Attendees** | Sabrina Kan (SK) Anne Burkle (AB) Mary Charlewood (MC)  Counsellor Russell O’Brien(RO) |
| **Apologies** | Hiteshree Nathwani: Dilip Hiteshree: :Jacqui Theobald: Stephanie Warren: Dhanraji Singh: Ian McColl :Robert Seamen: Mary McMahon: |
| **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, Marion Stephenson Hoare: Stephanie Warren, Jacqui Theobald, Hiteshree and Dilip Nathwani, and Dhanraji Singh: Mary McMahon.Robert Seamen.

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

No comments – minutes accepted.

1. **Report from the surgery**

JS welcomed NC and NP to the meeting.

NC reported that the practice has employed a new GP. JS asked if there was anything available for patients requesting to see a male GP? NP reported that Surgery has access to Extended access remote appointments with male GP.

The upgrade of the reception area:

The confidential area was created. New signage was now in place to direct patients. Practice has received a quote for repainting of the road signs. JS has been in contact with Counsellor DH to get support from the Council.

The number of DNA appointments in April:

160 patients did not attainted appointments last month:

25 GP appointments,

69 Nursing appointments,

23 Minor Illness,

32 Blood Tests,

11 Physio appointments.

Text reminders are sent to all patients.

Management agreed to introduce DNA letters. Every patient who DNA’d their appointment will receive a letter informing that they’ve missed their appointment.

Before sending 3rd and final DNA letter (withing a year), internal management meeting to take place.

**3.Report on the Council Meeting attended by PPG members on the 8th of May 2024.**

JS reported that PPG members had been welcomed by Counsellor AB – Chairman of the Community Council. The Council with the help from Walton Community Charity is working to encourage the use of the various community centres and to provide facilities for warm hubs, food banks, youth mental health groups for ages 11-18, sports facilities which promoted adult and child fitness sessions and social meeting places.

The Council is working with the MK Dons Sports Education Trust.

A Citizens Advice facility was available on Alternate Mondays at the Snap building available by booking an appointment.

JS reported on the progress of the Walnut Tree practice:

The number of DNA’d appointments from April was shared.

JS explained benefits of using the Engage Consult to book appointment with practice.

For patients not comfortable with using technology the Councillors offered to help in developing a video to assist patients and a venue that the PPG could offer classes to those patients who were experiencing difficulties.

The Council offered to publish the newsletter and the DNA figures.

**4.Walking Group**

The walking group is going well. Weather had made a horrendous impact on attendance. New members with wellies are welcome.

**5.Newsletter.**

JS apologised for the delay in the summer newsletter.

**6.Coffee Morning – Willen Hospice**

JS confirmed that Willen Hospice had agreed to provide advertising material for the coffee morning on the Wednesday 12th of June. JS would collect. NP confirmed that the new urn had been ordered and the staff happy to bake for the event. JS to send a reminder to PPG members to bake.

**7.Parking signs – progress.**

Covered in Report from Surgery.

**8.Any other Business**

NP suggested that the Carers café morning could be held on the 11th of September. 184 carers had been contacted and to date 40 had accepted. The PPG welcomed the confirmation of the date and agreed to assist in any way requested.

AB had contacted MP IS to discuss increasing population in MK and the number of health practices. AB is compiling a list of services patients can self-refer for the Newsletter.

JS requested members to not address personal issues at the PPG meetings

With no further business, JS thanked those who attended and thanked NP and NC for their contribution.

The next meeting was scheduled for the 2nd of July 2025 10am