



Minutes of the Walnut Tree PPG Meeting Held at 10:30 a.m on the 2nd November 2022

Attendees	Robert Seaman(RS), Brenda McCreery (BM), Mary McMahan (MC) Mary Charlewood (MC) Marion Stevenson-Hoare (MS) Ian McColl (MC)
Apologies	Stephanie Warren (SW), Sabrina Khan (SK)
New Members	
Chairperson	Janet Smith (JS)
Practice Representative	Kylie Jordan (KJ) Neringa Petkuniene (NP) Claire Briars (CB)
Start	10:30 a.m

1. Welcome, apologies and new members

Noted that due to other commitments Julie Qi and Gill Watt had tendered their resignations. JS confirmed that she had sent the groups thanks for their input.

2. Matters arising from the previous minutes

IM requested follow up on the Tesco defibrillator situation. KJ confirmed that the practice had been to Tesco's and ascertained it was in an easily accessible position.

Following discussions KJ would investigate whether the practice could offer a Lifesaving Training course for the members and the community.

3. Report from the surgery

KJ reported on the practice figures for October

Total number appointments 3807

Appointments not attended 281

Appointments booked on line 314

Of concern were the number of DNS's. JS suggested that we investigate further – i.e were they time related from the initial call: Dr versus nurse appointments: regular offenders. KJ reported that the missed nurse appointments seemed to be the majority.

4. Phone Message and Appointment availability

BM requested that the practice phone message be changed. Whilst she acknowledged all staff are entitled and deserve their holidays it was not a very good PR exercise telling patients that staff were on holiday whilst they were having difficulties making appointments. CB confirmed that this had been recently changed. CB also informed that the practice was investigating a new telephone system.

Discussions held around the availability of appointments. BM requested that nurse appointments be made available on-line – this would assist patients who had regular appointments with nurses.

IM suggested opening up appointment slots later in the day and provide more 7 and 14day slots trying to avoid the 8 am rush for appointments. CB said they would look into doing this



and said anything that could get away from the 8 am rush would benefit both the patients and practice. Again the few number of appointments made on line, 314 in October, was discussed and how the availability of more on line appointments would help both the practice and patients.

Patient cueing out of reception was also a concern. The previous idea of a camera at reception to alert other staff that the receptionist required help was not feasible and so CB agreed to provide the front office with a bell to alert colleagues.

5. Patient support

JS expressed concern that patients being discharged from hospital are not always being provided with the necessary onward referrals either back to the Department or to the GP. KJ acknowledged the problem and suggested that we could expand the online and telephone service provided to patients going into hospital for elective surgery – she would discuss this with Maria the Care Co-ordinator to see if this could be extended in some way with perhaps a trial telephone call to help patients discharged from hospital.

6. Walking Group

JS reported that she had at last contacted the MK Walking for Health Group. She enquired whether we would want our walk advertised for all comers. After discussions the group decided at this stage we would keep it in-house. We were still having difficulties finding suitable storage for the mobility scooter that BM had offered to RS – the practice were unable to find space at this stage. IM would investigate further. But progress was being made.

7. Newsletter

JS requested ideas for the next newsletter which was planned for January 2023. KJ encouraged other members to participate. Ideas muted at the meeting

- a. Impact of DNA numbers; Vaccinations numbers supplied by practice.
- b. Listing warm hubs in the areas (JS) to contact Parish in this regard.
- c. Replicate the advice for patients going into hospital which is available on Face Book in the newsletter. JS to liaise with Maria the Care Co-ordinator
- d. Walking Group

8. Carers Café

KJ requested that the PPG assist with a Carers Café. The practice has several registered carers who might enjoy the support of a coffee morning. Members agreed. CB said she would contact the registered carers and assess the support.

Following on from this, the members' felt such an exercise could be extended to other groups such as the Veterans. In essence the PPG were happy to support anything that provided support and comfort to the patients.

9. Vaccination Follow up.

KJ thanked the PPG members for their help.

In total up until the 1st November 1394 flu vaccinations and 2288 Covid vaccinations had been given.



The practice was awaiting their next shipment of flu vaccines so that they could start the 50 age group patients.

10. Musculoskeletal Group Focus

The Bedfordshire Luton and Milton Keynes Integrated Care board were looking to improve services for those with musculoskeletal pain. They were requesting patients with a history of such pain for longer than 5 years to join a focus group. Sadly, the notice arrived too late for the PPG to participate.

11. Any other business

JS requested that the frequency of the meetings again be discussed. The group had tried a three-monthly gap but all members felt that this was too long to actually work successfully. Following discussions agreed to go back to the 6-weekly timeframe. IM reminded the group that we had also agreed to alternate the times from morning to afternoon. This was agreed and noted.

With no further business thanks were given to those that attended and the next meeting would be held on the 11th January 2023 at 2 pm