



**MINUTES OF THE WALNUT TREE PPG MEETING HELD AT WTHC ON
THE 21st JANUARY 2025 @ 11 a.m .**

Attendees	Anne Burkle (AB): Mary Charlewood(MC) Councillor Russell O’Brien (CRO): Dilip Nathwani(DN): Ian McColl (IM): Marion Stevenson Hoare(MS)Jacqui Theobald (JT) :Stephanie Warren (SW)
Apologies	Hiteshree Nathwani: Dhanraji Singh: Sabrina Kan : Mary McMahan
New Members	Jean Robertson (JR)
Chairperson	Janet Smith
Practice Representatives	Claire Briars – Practice Manager

1. Welcome and apologies

JS welcomed all present to the meeting – Dhanraji Singh, Mary McMahan and Hiteshree Nathwani had sent apologies. JS introduced Jean Robertson as a new member and Paul O’Grady – the Project Officer at Healthwatch.

2. Matters arising from the previous meeting

JS apologised for not recording that JT had sent apologies for the previous meeting. JS discussed the frequency of forthcoming meetings. Whilst the PPG group would continue to meet together every 6 weeks – a representative of the surgery would only attend alternate meetings with JS reporting back to the practice in the interim.

3. Report from the surgery

CB reported that the practice had embraced a “Golden Rule” in that where possible all patients would be provided with an appointment within two weeks. The surgery was grouped with Asplands and Fishermead surgeries and shared the services of physiotherapists, mental health , occupational health, pharmacists and social prescribers.

Noted that one of the admin staff had been newly trained as a phlebotomist -such educational opportunities for the staff was positive.

DNA figures were improving significantly. Each day the admin staff spent a significant amount of time sending text messages to patients to remind them of their appointments , with an option for them to easily text back to request a cancellation if needed. Whilst time consuming it was definitely improving DNA results.

Noted that the service from Peak Pharmacy had significantly improved with the turn around time for repeat medications now within three days. This marked improvement had significantly reduced the number of complaints made to the surgery.

The Macmillan coffee funds had still not been banked but this was being processed.

IM asked CB what she envisaged from the PPG in the next year. CB felt the dissemination of health information to patients would be her greatest goal. JS reported that she had continued to request the WPC to repaint the parking areas but had again hit a brick wall. CB felt that rather than wait, creating problems for patients, she would investigate a private contractor.

4. Paul O’Grady Project Officer Health Watch Meeting.

Mr O’Grady thanked the PPG for inviting him to the meeting. He reported on the role of Healthwatch which was to act as an advocate for promoting patients’ choice and influencing the provision of high quality health , social care and well being services.

1. To increase the diversity of PPGs to better mirror the practice patient list and that the PPG receive sufficient funding and are sustainable.
2. Support GP practices to establish PPG groups as per the NHs contract.
3. Develop a toolkit to assist PPGs to comprehend their roles to effect positive change at a local level.
4. Healthwatch would then monitor the progress of the PPGs

The group considered at length these aims and discussed with Mr O’Grady how the WTHC group had already identified that it did not have young adults specifically represented. JS had attempted to engage with Walton High School to rectify but to date no success. CRO offered to discuss with the chair of WPC who had an existing relationship with the school.

JS reported that she had attempted to arrange meetings with other PPGs – so far with little success. Mr O’Grady said he would try a facilitate.

Mr O Grady offered to send the initial PPG Toolkit to the chairperson who would send out to members for discussion at the next meeting. Thanks must go to JT for initiating the original contact with Mr O’Grady of Healthwatch.

5. Future plans for 2025

Following lengthy discussions, the idea of continued social and informative events was generally approved. JS proposed a special event for children in an attempt to allay their natural concerns about visiting the Surgery – e.g. showing them around the surgery and activities like bandaging teddy bears etc. MK Carers seem keen to visit the Surgery to provide information. JR suggested a possible information session for the visually impaired. IM recommended discussions with Prostate Cancer UK to again provide information to patients.

The central open area of the surgery was being cleared and CB agreed that the PPG could be involved in revamping. JS to contact Men in Sheds MK with a view to getting a donated bench and also Frosts (now owned by Blue Diamond) for donated artificial hanging baskets.

JS recommended that we vote in a Vice Chair – several members suggested IM who said he would consider. Subsequent to the meeting IM agreed to take on the role – we wish him well.

Members agreed that we would continue with Macmillan and Willen Hospice fundraising.

Such future PPG functions would fit into the vision of CB for the practice.

6. Walking Group

The walking group continued to function well and even with the poor weather the numbers continued to increase. JR asked that the new admin staff be made aware of the Walk for Health walking group, as apparently people had enquired at Reception and had been unable to obtain any information.

7. Newsletter

Agreed that the PPG would continue to develop a tri-annual newsletter.

8. Any Other Business

JS again suggested that every effort be made to engage with other PPGs and attempt to encourage a youthful member to join.

With no further business JS thanked the members who had attended and thanked CB for her contribution. The next PPG meeting has been scheduled for the 4th March 2025 at 11 am and the combined quarterly meeting for the 1st April 2025 @ 11 am

