



**MINUTES OF THE WALNUT TREE PPG MEETING HELD AT WTHC ON  
THE 2<sup>nd</sup> July 2024 @ 10 a.m**

|                                     |                                                                                                                                                                                           |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Attendees</b>                    | Sabrina Kan (SK): Anne Burkle (AB): Mary Charlewood (MC)<br>Councillor Russell O'Brien (CRO): Dilip Nathwani (DN):<br>Robert Seaman (RS): Ian McColl (IM): Marion Stevenson<br>Hoare (MS) |
| <b>Apologies</b>                    | Hiteshree Nathwani: Jacqui Theobald: Stephanie Warren:<br>Dhanraji Singh: Mary McMahan:                                                                                                   |
| <b>New Members</b>                  |                                                                                                                                                                                           |
| <b>Chairperson</b>                  | Janet Smith                                                                                                                                                                               |
| <b>Practice<br/>Representatives</b> | Neringa Petkuniene (NP): Naomi Carey (NC)                                                                                                                                                 |

**1. Welcome and apologies**

JS welcomed the members to the meeting – apologies received from Stephanie Warren: Jacqui Theobald: Dhanraji Singh: Hiteshree Nathwani: Mary McMahan.

**2. Matters arising from the previous meeting**

None voiced and so minutes accepted

**3. Confidentiality Document.**

All members present signed the new practice confidentiality document.

**4. Report from the surgery**

JS welcomed NP and NC to the meeting.

NS introduced receptionist Rebecca who will be working on the Carers Coffee Morning. At this stage the surgery has approximately 49 Carers who confirmed attendance. Discussions were held re. possible venues. JS offered to meet with Dan Preston of the Walnut Tree Community Council for suggestions.

The upgrading of the reception area is progressing well: NC reported the camera had been ordered for the reception area and the new reception desk was under discussion. The new signage to direct patients and door names was now installed. All PPG members were complimentary on the improvements. The waiting room area for confidential conversations was now complete. The practice is awaiting a second quotation to repaint the outside road signage.

The number of wasted appointments for May remained high. 178 patients had missed appointments – comprising of: 29 GP appointments: 79 Nursing appointments: 28 Minor illness appointments: 31 Blood Tests: and 11 Physio appointments. This was in spite of text and telephone reminders.

IM asked how WTHC wasted appointments compared with other practices in the area. NC and NP had not got that information but would investigate. RS suggested that when patients see a nurse for blood tests that an error could occur if two appointments were combined. NP explained that nurses could not cancel patients but would now remind patients to cancel the second appointment when required. Letters would continue to be sent to patients who missed appointments and staff would monitor the outcome.

The practice now has a part-time pharmacist which was helping to expedite queries.

The practice is looking to employ new admin staff and has been pleasantly surprised by the number of applicants. NC will be interviewing over the next few weeks.

NP reported that the Covid vaccines programme was now finished but patients could still obtain from other venues.

## **5. Engage Consult.**

JS reported that she had met with Dan Preston of the WCC who had offered the use of the Walnut Tree Pavilion for the proposed Engage Consult training sessions. NP reported that approximately 15 patients had expressed interest. Suggested that members of the PPG could offer instruction for patients, possibly using their own technology. An invitation would also be put in the next newsletter.

IM asked how many appointments were reserved daily for the 111 telephone urgent referrals. NC reported 4 appointments daily were allotted to the 111 referrals but could be reutilised for other patients if not required.

Engage consult is available from 7am – 5pm. DN and IM requested that consideration be given to opening longer, thus allowing patients to record requests that could be answered when the service was again manned.

## **6. Carers Café**

This was addressed under the Report from the Surgery.

## **7. Walking Group**

The walking group continued to function well, but the weather had made a huge impact on the attendance. Susanne Basovic, the leader, had requested that a note be made in the newsletter about the approximate length of the walk, thus patients would understand the complexity.

**8. Newsletter**

JS reported that the Newsletter had been written and was being proofread and printed shortly.

**9. Coffee morning – Willen Hospice**

The coffee morning went well. JS thanked those who had baked and helped on the day. £199.62 was raised for the Hospice who were very grateful. A thank you card had been sent to Tesco for their kind food donation.

**10. Any other**

IM asked what the practice wanted from the PPG and what could we do to assist the practice? NP reported that the Newsletter aided in communicating with the community and projects such as training for the Engage Consult assisted the patient / practice relationship.

JS asked if in printing the minutes of the PPG meetings we were compromising data protection. NP felt that no compromise had occurred.

Discussions were held on the local Peak Pharmacy delay in servicing prescriptions. After the Pharmacy Charter had been written, the service had improved but recently the delay had stretched to 12 days from request. This was having a huge impact on both queries to the practice and patients' well-being. JS offered to arrange another meeting with the Peak Pharmacy regional director.

With no further business JS thanked the members who had attended and thanked NP and NC for their contribution. The next meeting has been scheduled for the 13<sup>th</sup> of August 2024 @ 2 p.m.

