



Minutes of the Walnut Tree PPG Meeting Held at WTHC

25th May 2023 14:00

Attendees	Mary McMahon (MM) Marion Stevenson Hoare (MS)
Apologies	Sabrina Kan, Robert Seaman, Stephanie Warren, Ian McColl, Mary Charlwood, Jacqui Theobald, Kylie Jordan
New Members	
Chairperson	Janet Smith (JS)
Practice Representative	Clair Briars – Practice Manager (CB)
Start	14:00

1. Welcome, apologies and new members

JS welcomed the members to the meeting. Apologies received from Ian McColl, Mary Charlwood, Jacqui Theobald and Sabrina Kan. Kylie Jordan sent apologies and Claire Briars was kindly representing the WTHC.

Absent from the meeting Stephanie Warren and Robert Seaman.

2. Matters arising from the previous minutes

None voiced – thus minutes accepted.

3. Report from the surgery and Appointment Trial

CB reported that the practice was trialling a new system “Engage Consult” This is an online system that allows the patient to provide a brief medical history and obtain an appointment, advice etc within a few hours. It was available online between 7-9 am and serviced by trained staff to triage the patients' needs. The feedback so far had been very positive. It was hoped that this could reduce the need for the 8am rush of calls and patient cues.

JS suggested that the elderly patients without tech knowledge may find this difficult and requested the practice consider offering short training sessions. CB agreed but did say that hopefully the number of patients using the new system would in fact free up telephone slots for those that do not have access to the online facilities.

The Covid Spring Booster would be available to the over 75's and vulnerable patients. at the WTHC during May. Six staff would compress patients into a two-day intense service.

CB noted that the already over worked and demoralised reception staff were at times harassed by abusive patients – all agreed that this behaviour could not be accepted in any form and in future patients behaving in an abusive manner would be referred to the practice manager. The patients reported need would then be addressed and if could not be amicably sorted, the patient would be given the choice to deregister. All present supported the actions of the practice.



4. Basic Life Support

This informative course was conducted at the practice on the 5th May. Thanks to Rebecca Mounch RGN for providing the excellent course. JS suggested that if staff compliments allowed, the practice could consider offering the course to the wider community

5. Peak Pharmacy Feedback.

A meeting was held with the Regional Manager of Peak Pharmacy – Bobby Aurora, Clare Briars representing the WTHC, Janet Smith and Ian McColl. Prior to the meeting members of the PPG had surveyed pharmacies in the area to assess the average service time that patients could expect for meds. Mr Aurora disputed the results but did acknowledge that the local Peak Pharmacy was under huge strains as they did not have a permanent pharmacist. They had employed a new part time manager and hoped that this would stabilise the supply of meds. IM suggested that we jointly provide a Pharmacists Charter that would place ground rules for the practice, patients, and pharmacy to guide in the future. IM subsequently provided the first draft which was with the practice to peruse. Thanks should be given to IM for the work done to provide this impressive draft. No response so far from Mr Aurora.

6. MK PPG Request

A draft circular had been received from the MK PPG suggesting that the various PPGs would benefit from sharing information. Requested each PPG to identify a maximum of two ideas that could be discussed and expanded. The WTHC PPG suggested that perhaps a Patients Charter could be developed that explained how primary care had changed and to educate patients on how they could best maximise the time allotted with practitioners. Also a general call for the planning permission for new areas not to be granted unless space and medical facilities were part of the project. Each practice in the area were experiencing ever increasing patient loads without the necessary increase in staff.

7. Walking Group

Sadly no news so far as starting the walking group. CB had investigated using the WTHC insurance. This appeared feasible and JS would discuss with the interested parties and hopefully progress could be made.

8. Newsletter

All agreed that the new Patients / Pharmacy Charter would form the basis of the next newsletter. Also to provide information on the new “Engage Consult” programme available to patients.

Carers Café

No further information available



9. Any other business

SW sent a mail suggesting that a coffee / café was sorely needed in the area and could the practice support. The consensus was that the practice would always support such a social need but providing such a venue was out of their remit.

CB reported that the practice had attended the annual Parish Council meeting – and whilst there were a few questions regarding appointments etc in general those present were pleasantly greeted by positive feedback. CB explained the new “Engage Consult” online system and those present who had used the system were extremely favourable with the outcome.

With no further business thanks were given to those who attended and the next meeting will be held on the 29th June 2023 @ 2 pm