



## Minutes of the Walnut Tree PPG Meeting Held at 2 pm on the 11<sup>th</sup> January 2023

<b>Attendees</b>	Robert Seaman(RS), Sabrina Kan (SK) Carol Charlewood (MC) Marion Stevenson-Hoare (MS) Ian McColl (MC) Stephani Warren (SW)
<b>Apologies</b>	
<b>New Members</b>	
<b>Chairperson</b>	Janet Smith (JS)
<b>Practice Representative</b>	Kylie Jordan (KJ) Neringa Petkuniene (NP)
<b>Start</b>	2 pm

### 1. Welcome, apologies and new members

JS welcomed the members to the meeting and wished them a Happy and productive New Year. JS reported that Brenda McCreery had resigned as she had now moved out of the area. She was a valuable a member of the PPG, always happy to assist and offer guidance. A letter had been sent to Brenda thanking her for her valuable contribution.

### 2. Matters arising from the previous minutes

Non-reported

### 3. Report from the surgery and Appointment Trial

Kj reported on the new trial appointment system which had commenced on the 3<sup>rd</sup>.January. Whilst still early days it appeared to be running well. Face to face appointments were available on line and the general reports from both staff and patients were positive. The staff had received training into distinguishing urgent acute cases which were given priority from those cases which were being provided face to face appointments. At this stage the new system was being reserved for face to face appointments but was envisaged to expand. (IM) asked how the practice would measure the success – (KJ) reported that by mid-February the figures would allow the staff to assess in full the progress.

NP reported that the staff were comfortable with the new trial appointment system and noticing a positive difference in patients' responses

DNA's remain an issue. KJ was looking at contacting repeat offenders. This is however an issue throughout the NHS and we await guidance on how the issue can be addressed.

Patient numbers continue to increase – the CCG are unable to offer further assistance and whilst MK keeps expanding sadly the number of medical clinics does not.

KJ reported that Nurse Amy Wong had left the practice. All of her duties had been divided amongst the nursing staff so patients would not be negatively affected. The PPG would like to record their thanks for Nurse Wong service and care.

Walnut Tree Health Centre is a training facility for Drs who wish to specialize in General Practice and the new trainees were due in February.



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**4. Walking Group**

Sadly we were unable to utilize BM offer of the mobility scooter so at this stage the walking group had not started.. JS reported that she had received communication from Karen Parish of AGE UK who expressed interest once we were up and going

**5. Newsletter**

The draft newsletter has been completed and will be sent to KJ for approval. SW requested that we include the Kent's Hill Church Warm Hub facility. She reported that with the temperate weather recently and of course the Christmas festivities the Warm Hubs had not been used s much as expected. However bad weather was expected and so it was important to advertise the facilities.

**Carers Café**

KJ reported that whilst final date had not been fixed plans were ahead for mid-March. The PPG were happy to help with refreshments.

**6. In House Courses**

KJ reported that Nurse Rebecca Mouch was happy to offer a Resuscitation Course – the PPG were keen to participate.

MS suggested that a course for young Mothers on how to cope with choking in children would be of great value. KJ to investigate. Also, a course on the need for children to be vaccinated may be of interest to young mothers.

**7. Any other business**

SK requested that she be given assistance in linking to the on line facilities via System online. KJ readily agreed to assist her to obtain the password and also to guide her through the procedure.

With no further business thanks were given to those that attended and the next meeting would be held on the 28<sup>th</sup> February 2023 @ 10 am