Walnut Tree Health
Minutes of the PPG Meeting held on the
Thursday 16th June 2022 @ 10.a.m

Attendees	Robert Seaman (RS), Brenda McCreery (BM), Marion Stevenson-Hoare (MSH), Gill Watt (GW), Ian McColl (IM), Stephanie Warren (SW)
Apologies	Julie YQi (JY), Mary Charlwood (MC), Mary McMahon (MM), Sabrina Khan (SK)
New Members	Marion Stevenson-Hoare (MSH), Gill Watt (GW), Ian McColl (IM)
Chairperson	Janet Smith (JS)
Practice Representative	Kylie Jordan (KJ)
Start: 10:00	**Close: 11:30**

1. **Welcome, apologies and new members**
   As above.

2. **Confidentiality Document**

   JS explained the need for confidentiality for the members of the PPG. As such and in keeping with the UKGDPR 2016 and Data Protection Act of 1998 the new members were provided with the confidentiality policy of the Walnut Tree Health Centre and requested to sign which was done. GW felt that the document was more aligned to employed staff.

3. **Matters arising and report from the surgery.**

   KJ reported on the staffing changes in the practice since the start of the Covid 19 pandemic. The departure of Dr Nancy Murray, Practice Manager Emma Jacobs, Deputy Practice Manager Mary Harrold and Reception Manager Julie Lyman.

   Walnut Tree Health Centre have employed the services of additional medical staff with Dr Nina Kitchingham, Dr Nour Fourali and Dr Charmaine Panchal.

   Claire Briars (CB) Practice Manager Joined November 2021, instituting many changes - improving the telephone system to be more efficient and reducing the waiting time for callers considerably. She has also been working to improve the appointment system increasing the number of face to face appointments available to patients and reopening the online booking service. Neringa Petkuniene, Senior Receptionist was actively involved in implementing the new systems with the administration Team.

   Registered Patient numbers have increased to 12 000+ with new housing developments in the local area.

4. **Social prescribing link workers**

   Emily Collinson and Bethan Workman attended the meeting and discussed their roles as Health and Wellbeing Coach and social prescribing link worker respectively. An interesting presentation on self-supporting management and assistance with long term conditions. A pilot scheme assisting COPD patients was just commencing. GW asked if they had considered other conditions – which they had and were working on. When the value of various support / volunteer and charitable assistance groups was discussed, RS offered to provide information on the Veterans groups in the area. JS requested that social prescribers consider a permanent slot in the newsletter to inform patients of the services available.

5. **Report back on Walton Parish Council Meeting 12.05.2022**

   KJ, JS and CB attended the meeting. CB presented the new changes at the Health Centre – all of which were aimed to improve patient interactions. JS invited a member of the Parish council to attend the PPG meetings which was agreed would be a positive action.

6. **Walking Group**

   Due to Covid-19 this valuable group had disbanded. Sincere thanks were recorded to the previous organiser Susanne Basovic who did a fantastic job. JS agreed to contact the MK Walking Group in an attempt to restart this plan. RS reported that the off-shoot of the walking group - The Royal Navy Cycling Group - still met and enjoyed their cycles and 'stickies'. All are welcome on a Tuesday morning.

7. **Newsletter**

   JS a suggested a "Hatches Matches and Despatches" first topic. KJ and JS would prepare a draft for the next meeting with the aim of a summer publication.

   GW asked how we distributed the newsletter and IM suggested that we try and utilise the services of the Parish Council volunteer distributors thus getting the info to more people. KJ would investigate.

8. **Any other business**

   JS requested the staff be thanked for the upgrade of the courtyard.
   Several members requested that future mails sent to them be via BCC. This was noted and agreed.
   With no other business the meeting was concluded with thanks to all.

   Next meeting: Wednesday 27th July at 13:30 WTHC Staff Room