**W P P G**

**The Wheatbridge Patients’ Participation Group**

**Minutes of the WPPG Meeting held on 17 January 2023**

**Present:** Judith StanleyIan Edmundson

Sue Ottowell Matthew O'Malley

Tony Pope Carole Sadler

Dr S Savage Libby Morris

Bridget Dunks Joanne Taylor

Tracey Lawson

**Apologies:** Ruth Ludford Angie Baker

Spencer Hoskin Philip Abbott

 Mike Little

1. **Welcome and Introductions**

Judith welcomed everyone to the Meeting.

1. **Minutes of Previous Meeting**

The minutes of the meeting on 13 September 2022 were agreed as a true and correct record.

1. **Feedback from Group Reps**

Ian reported that there had been no local network meetings and he wasn't sure whether the group had folded or not.

Ian very kindly agreed to be our group representative at the virtual NAPP AGM on 28 January 2023.

Judith thanked Ian.

1. **Items from the suggestion box**

There was one suggestion.

The speed ramp on entry to the site is far too pointed.

The road that the speed ramp is on does not belong to the Surgery it belongs to Robinsons so Matt will contact them to see if anything can be done regarding this.

Judith thanked Tracey in Spencer’s absence.

1. **Any Other Business**

Ruth Ludford wanted to know where Dr James Spooner went and who his replacement is?

Matt reported that he went to the Ageing Well Team who support patients in nursing home. Dr Walaa Saeed has taken over his patients.

She also wanted to know if there is a cholesterol clinic at Wheatbridge?

Dr Savage explained that a pilot clinic had taken place at the Surgery run by the PCN who saw 30 people from Surgeries in Chesterfield. This ended in November. Any patient who has got problems with their cholesterol can see their own GP who will be able to help and refer if appropriate.

Libby Morris had got the contact number for Paul Chapman, editor of S40 magazine. Tracey will contact him.

Matt gave an update on the staffing levels at the Surgery:

Dr Mohammed Abdurrhman has now left the Surgery. His sessions have been taken by existing Doctors at the Surgery - Dr Sonalee Joshi has increased from three days to four days and Dr Francesca Birkinshaw has increased from two days to three days. Dr Lizzie Williams will be leaving the Surgery in April and an advert has gone out for a replacement GP. Patients have been distributed evenly.

Jane Williams, reception supervisor has now retired and has been replaced by Rachel Turner and Hayley Sayell. Three new receptionists have recently started and are in the process of being trained.

Jo Kaczemarek, nurse manager has also retired, and Kerris Rhodes has taken on the role.

Libby said that it might be worthwhile making patients aware of the difficulty that we are having in recruiting GPs, especially male ones and wondered whether it would be possible to do more on social media, eg setting up a Facebook page. Matt will speak to the Partners regarding this.

Matt will look into putting a message on the TV screens saying that if you have any queries, please visit the Surgery website. This will be monitored to see if it increases the number of views to the website.

Mike thought that it would be a good idea to inform patients how the Surgery coped during the pandemic and what measures are in place now to cope with the increasing patient demand. Matt will speak to the Partners with regards to starting up the newsletter again to keep patients updated.

Judith stated that she had received a number of complaints from patients stating that it is still quite difficult getting through by telephone, even in the afternoon.

Matt explained that there is a queuing system in place and now that the new receptionists are in place, hopefully this will improve. Unfortunately patient demand has increased.

The reception team will inform patients that there are appointments available at the Hub if they want one out of normal hours as these are available evenings and weekends.

It was noted that reception had long queues.

Matt explained that as new receptionists had now started. Once they are fully trained this will hopefully help the situation.

Judith passed on a compliment from one of the Podiatrists who works next door. She had been scratched by a cat on one of her home visits and when she came into the Surgery she had wonderful service and was treated really quickly. She wanted to pass on her thanks to all staff involved.

Joanne has devised a letter regarding what to do if you have difficulty in obtaining prescription medication. She will send this into Surgery for Matt's attention.

Mike informed us that the COVID vaccination centre at Walton hospital is now closed.

1. **Date of next meeting**

The next meeting will take place on Tuesday, 18 April 2023 at

12.00 noon. This will be the Annual General Meeting.

Judith thanked members for attending.

The meeting closed at 1.15pm