**W P P G**

**The Wheatbridge Patients’ Participation Group**

**Minutes of the WPPG Annual General Meeting held on 16 April 2024**

**Present:** Judith Stanley Ian Edmundson

Sue Ottowell Ruth Ludford

Mike Little Tony Pope

Bridget Dunks Ann Bailey

Spencer Hoskin Dr Susan Savage

Matthew O'Malley Tracey Lawson

**Apologies:** Philip Abbott Carole Sadler

Libby Morris Angie Baker

1. **Welcome and Introductions**

Judith welcomed everyone to the Meeting.

1. **Election of Chair**

Judith Stanley was nominated by Ian Edmundson, seconded by Sue Ottowell and agreed unanimously. She agreed to continue as Chair for another year.

1. **Election of Committee**

Tony Pope was nominated to be Vice Chair by Sue Ottowell, seconded by Bridget Dunks and agreed unanimously.

The committee was re-elected. These were unanimously agreed by the members. Nominated by Sue Ottowell, seconded by Bridget Dunks.

The Committee Members are as follows:

Ian Edmundson; Mike Little and Phillip Abbott

Spencer Hoskin very kindly agreed to continue in his role of checking the suggestion boxes.

The representatives from the Surgery would be the Assistant Practice Manager, Angie Baker and the GP representative would be Dr Susan Savage.

Tracey Lawson would continue as secretary to the group.

On behalf of the members Judith thanked Tracey for all the hard work she does in her role as secretary for the group, it is much appreciated.

1. **Minutes of Previous Meeting**

The minutes of the meeting on 9 January 2024 were agreed as a true and correct record with the following updates:

A newsletter has been done and is on reception for patients to collect. The group would like to thank Courtney Rodgers and Matt Debell for doing such a good job.

1. **Feedback from Group Reps**

There was no feedback from the group reps.

Judith thanked Ian.

1. **Items from the suggestion box**

There were no suggestions in the suggestion box.

Judith thanked both Spencer and Tracey.

1. **Overview from Dr Savage**

Dr Savage gave an overview of the Surgery.

At present the clinical staff comprise of:

Five GP Partners: Dr E O'Donnell, Dr R Garofano, Dr A Al-Sahab, Dr S Savage and Dr D Joseph.

Five Salaried GPs: Dr S Joshi, Dr F Birkinshaw (presently on maternity leave), Dr A Majed, Dr W Saeed and Dr D Anumba

Three Advanced Nurse Practitioners: Petula Castledine, Jenny Lloyd and Teresa Barrett

The Surgery is a training Practice and usually has up to four Registrars at a time – usually two ST3 (in their final year of GP training) and either two ST1 or ST2 (in their first or second year of GP training). Deaneries oversee the GPs training.

Dr Savage explained the different ways in which patients can make appointments at the Surgery. This can be done via telephone, face- to-face or on-line. She explained that a new on-line secure booking form started last May when a link was sent to patients. They click on the link and patients can complete the form between 7.30 – 9.00am each morning. This is for both clinical requests and admin queries. There is a maximum of 30 patients each day and once this number is reached, patients will not be able to complete a form. Once submitted these forms are triaged by one of the GP Partners who will decide the best way to help the patient. Photos can also be attached to help with the diagnosis. GPs can reply via text. They can prescribe a prescription or book a face-to-face appointment with one of the clinicians. There is one dedicated receptionist who will deal with the replies from the GP if the GP has not replied directly to the patient. All queries will be dealt with on the day that they come in. This system is to try and save appointments and seems to be working well and is very popular with patients and feedback so far has been good. An audit will be done in May 2024 to see what effect this has had on the appointments.

Dr Savage explained that at present routine appointments are usually within four to six weeks depending on which clinician it is with.

There are usually two emergency Doctors in a morning and two in the afternoon. These are used when there is no other availability with the other clinicians. Demand for face-to-face appointments have increased and we have therefore increased the face-to-face appointments - there are now ten face-to-face appointments and five telephone appointments, per morning session, per GP in the morning sessions and seven face-to-face appointments and five telephone appointments per afternoon session. The ANPs have seven face-to-face appointments and two telephone appointments per session. The Registrars have a debrief after every session with one of the GPs and they can ask for advice during consultation if needed.

Home visit requests are triaged by the GPs and put onto a home visit request list. The Ageing Well Team undertake some of the acute visits if they have availability. The remaining visits are discussed at a daily meeting where the visits are discussed an allocated to clinicians. They are distributed to the Registrars first, then ANPs and then the GPs.

The next surgery newsletter is going to include ways in which patients can access the surgery.

There is also a system called Pharmacy first that has recently started. This is where patients are referred directly to see a local Pharmacist for minor illnesses (earache, urinary tract infections in women, sore throats, shingles, sinusitis, insect bites and impetigo). The receptionist completes a referral form and sends it to the Pharmacist of choice. The Pharmacist then sees the patient and completes a consultation which can be seen in the patients' medical records.

Patients are also encouraged to see a pharmacist for over-the-counter treatments for minor illnesses, eg: vaginal thrush, verruca's etc.

1. **Any Other Business**

Dr Savage said that the Chesterfield and Dronfield Primary Care Network have asked that all Surgeries undertake a patient survey and asked if the WPPG would help with this. A copy of the questions was distributed, and it was agreed that the WPPG would conduct the survey week commencing 20 May 2024. A minimum of 50 replies are needed.

Tracey will liaise with members and sort out a rota for that week.

Members contact details were checked and amended as required.

Matthew O'Malley informed the meeting that Wheatbridge Surgery had received positive feedback from the friends and family survey.

Judith said that the reception staff are very good at present. She has been into Surgery a lot recently and has noticed that queues are mainly when the self-check-in machine is not working, but she said that the reception staff deal with them admirably and in a professional manner.

The telephone system now counts you down when you are on hold and the patients find this service useful.

The COVID injections will be given to the housebound and care homes first and then will be rolled out to the over 75s and immunosuppressed patients. They can only be given to people who are eligible and meet the criteria. COVID clinics will take place at Wheatbridge Surgery.

1. **Date of next meeting**

The next meeting will take place on Tuesday, 23 July 2024 at

12.00 noon.

Judith thanked members for attending.

The meeting closed at 1.45pm