

Wellfield Health Centre

Patient Participation Group Meeting (PPG)

24.01.24

Present:	Alison Flannery (Practice Manager) – AF Jennifer Collins (Assistant Practice Manager) – JC LS BD	
Agenda Item	Discussion	Action
Introductions	All members familiar with each other.	
Review and agree previous minutes and actions	Minutes publicised – formally agreed. Terms Of Reference – on website. New website – no feedback.	
Updates from the practice:	Promote PATCHS more on the telephone message – see telephone system changes below. Pending a bigger change. Enhanced Access – 1 in 5 Saturdays taking place at Wellfield Health Centre, with one GP, one Nurse and one HCA. We try to make use of them for campaigns and for people who are working. Dr Tsang – extended her stay with us. Dr Cross – returned from maternity leave this week. Jenny has trained an additional 3 staff members to help with 8am rush. Jenny still working on data collection for front desk demand. Local survey – went out on Survey Monkey – some results to share.	
Patient experience:	LS shared good patient experience – seen Tuesday, Wednesday rang with results, Rx received on Friday. Alison thanks LS for the feedback and advises she will pass back. LS overheard patient say that things are improved here, and its better all round.	
Access:	Phone stats – max wait reduced since addition of 3 extra staff members.	

	<p>Pre-bookable – redistribute hopefully towards the end of Feb. But we're currently reviewing the rota.</p> <p>Appointment availability is the biggest informal complaint.</p> <p>We cannot close our practice list.</p> <p>We are also a training practice. Dr O'Brien is currently a trainer, and Dr Adamson is also a trainer. This makes it difficult for the patients who wish to see her as her time is spread across a lot of different things.</p> <p>Jenny shares that the receptionists have a lot of different resources and access to external appointments and therefore is necessary for them to take symptoms. This helps catch red flags and book patients in with the most appropriate clinicians on the first contact.</p> <p>Jenny shares a list of conditions that from 31st January will be treatable at the pharmacy. This can include the issuing of antibiotics.</p> <p>LS asked if we still offer home visits. Jenny shared that we still offer home visits for needing patients and cover 3 large nursing homes: The Willows, Thames House and The Mews. We are also implementing a Frailty Team to offer a ward round.</p>	
Patient Led Ordering:	<p>Patient led ordering – letter examples given out. We are consistently being informed by patients that they have back stock. Jenny to confirm dates and times of NHS App drop-in. We will ask patients and pharmacies to highlight patients who may need further assistance.</p>	
Ideas for next meeting:		
Next Meeting	1 st May 2025	