



WELLINGTON

Medical Practice

Wellington Medical Practice PPG Meeting Minutes held on Tuesday 7th March

Attendees: Dr D Ebenezer, Managing Partner, Dr N Singh, Clinical Lead,
Mrs D Bott, Compliance & HR Manager, Mrs N Wakenell, Business & I T Manager.
Mrs S Smith, PPG Lead for the CCG (Clinical Commissioning Group)
PPG Members, AB, CC, SD, JF, LF, HF, JM, JO, SO, IS,
Apologies BP.

Guest speakers, KB, TB, Healthy Lifestyles

Previous minutes

Previous minutes were discussed with an update that the hearing loop is now in operation. Telephone lines have been increased from 15 – 21 as an interim measure until the CCG are able to supply the new VOIP system. A new receptionists post is being made to help with demand for both telephone and admin purposes. More appointments are now available on line to pre book.

Malling Health Closure and the impact it will have was explained by DE.

Malling health currently has 8,000 patients and those patients have between February and July to register elsewhere, after July those who have not done will be allocated a GP by the CCG. As most of Malling Health patients live in the TF1 area this will have a significant impact on our practice size.

So far the Wellington Medical Practice size has gone up from 14,382 patients at the 1st of February to 14,569 as of the 7th March.

Practice Update

Dr Mascarenhas is no longer at the practice. We have a new female Dr joining us Dr R Kaur will be joining the practice in April. We are also advertising nationally for more Drs to join the practice.

Registering for online access

This has gone up considerably since the last PPG due to promotion both on the telephone and advertising in the practice the figure has gone up from 750 patients registered for online access to 1,538 patients which is excellent.



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Healthy Lifestyle Guest Speakers

A short presentation was given explaining what the service is who can attend and how. Information is available in reception and on the Telford & Wrekin council website.

POD (Prescription Ordering Direct)

As from the 27th of March patients who ask their pharmacy to order their repeat medication will now have to ring the POD on 01952 580350 as the pharmacy will no longer be able to do this for the patient. Anyone who rings to ask the receptionists to order their repeat medication will be given the POD number, this telephone number will also be added to the telephone message you listen to when telephoning the practice. All the information regarding this new service can be found in reception and will be added to the website nearer the action date.

Role of the PPG

Suggestions were made by the PPG on ways of promoting the practice; one of the suggestions was more advertising on the Jayex machine in reception such as Alzheimer's and Dementia support or advice. Another suggestion was to get representatives into the practice for such things as Red Cross, Mind, Age UK, etc. and be able to set up a stall in the practice promoting what they can do and who they can help. It was decided that the PPG,s role will be to promote practice activity and forward any ideas to DB to action on behalf of Wellington Medical Practice.

AOB

A suggestion was made that the check in screen in reception could be moved to a different area in reception to free up the reception desk for people who actually need to speak to a receptionist, this will be looked into with regards to IT issues. It was also suggested that the sanitizer hand gel dispensers be moved to the start of each corridor this will also be looked into. Comments were made on the new door signs with a positive response.

Next Month's Agenda

To discuss Mental Health Services and how to promote these services.
Possibly liaise with TCAT to discuss a promotional video about the practice and what we have to offer.
Discuss all ideas that have been forwarded to DB and set dates to have such ideas put in place.

Next Meeting Tuesday 4th April 1.00pm.