

## PATIENT PARTICIPATION GROUP MINUTES

2nd July 2019 at 16:00

**Attendees:** TB, JO'L RC, GC, LT, JD, DM, RDV.

**Chair:** JO'L

**Apologies:** DC, CK

**Note taker** JD

**1. Minutes of the meeting held in June were approved.**

**2. PCN – Primary Care Network**

The PCN (Wellington Medical Practice, Stirchley & Sutton Hill Medical Practice, Madeley Medical Practice, Ironbridge Medical Practice, Woodside Medical Practice & Hollinswood Medical Practice) is going forward but the date for the formal commencement is still to be decided. The Network will, when functioning, operate its own business plan in conjunction with the Practices.

Prior to this Wellington Medical Practice will operate, as an interim measure, an increased "Extended Hours Service".

**3. Thoughts about:-**

**a. Reception Desk / Waiting area**

Comments were made about a problem in queuing for patients in wheelchairs for the Reception Desk. The problem was encountered due to the "Privacy Stand" and the space taken by patients sitting in the chairs directly next to the queue in the waiting area with a pushchair alongside. (The pushchairs encroach into the queuing area). TB will have a look at this to see if there was a solution.

**b. Information leaflet Display.**

The display, at the front of the waiting room, holds many information leaflets and forms that patients require. It was felt that it can be difficult to find a particular leaflet or form due to some leaflets being "hidden" in the display. TB will investigate.

**4. Online Appointments**

The NHS APP is now working well. It is now possible to book 25% of the Practice's appointments. Please note that this percentage includes all types of appointments

e.g. Practice Nurse Appointments, Physiotherapist Nurse Practitioner as well as GP Appointments. At the moment there are restrictions to the amount of advance bookings that can be made by any one patient. It was found that allowing more advance bookings increased the “Did not Attend” (DNA) rate. That is patients who had advanced booked but not turning up for the appointment.

#### **5. Walking For Health**

In association with the Ramblers Organisation (a national body) the local area walking groups provide a selection of walks throughout the Telford area. These walks are graded for physical ability, distance & time. Not only do they offer the benefit of assisting in one’s health but they also offer companionship. It is a well known fact that loneliness can have a big effect on health.

It was felt a good idea to try and publicise these walks to Patients. The walks timetable could be displayed on our notice board. The Practice’s Lifestyle Advisor could also offer the Walking for Health leaflet.

#### **6. Any Other Business**

Comment was received about the Practice Physiotherapist Nurse Practitioner, Christian. It was stated that he had provided an excellent service to the patient above & beyond what had been expected.

A query was received about the POD (Prescription Ordering Direct). This service is not provided by the Practice. TB will investigate to see if the service has changed in any way.

TB informed the group that the Practice has being nominated and shortlisted in the “Nursing & Community” section of the “Nursing Times” Awards. These awards are national and are prestigious. It is great that Wellington has been shortlisted.

Next meeting scheduled for 5<sup>th</sup> August 2019.

