Woodlands Family Medical Centre

 Notes of a meeting of WPPG held on Monday January 23rd 2023

**Present:**

Doug (DL) – Chair

Shirley (SE) – Deputy Chair

Michelle (MM) - Deputy Practice Manager

Stella (SM)

Mike (MR)

Elizabeth (EB)

Ian (IK)

Ann (AB)

Caron (CN)

Liam & Michael, members of the social prescribing team

**Apologies:**

Dr Garg (DG) - GP

Mrs Leonard (SL) – Practice Manager

Mike (ME)

Geraldine (GD)

Naseem (NA)

**Minutes of the last meeting:**

All agreed that the minutes were a true record and that there were no matters arising.

**Updates of outstanding Action points:**

* **AP159** – DL to compile a newsletter to cover the extended hour’s facility.

Information received, see AP 168 **- CLOSED**

**AP161 -** MR to inform the group about the problems he encountered returning calls when requested to do so by ‘the practice’ – Process clarified - **CLOSED**

* **AP162 -** MM will ask the GP’s what they want from the group e.g. surveys. Information received see AP170 - **CLOSED**.
* **AP163 -** MM & DL overview of the different medical roles. Information received see AP171 - **CLOSED**.

**Planned Business:**

* Confirm the WC dates for the 2023 meetings. DL apologized for not only any confusion he may have caused by using W/C for week commencing but also if he gave the impression that the tentative dates were those he wanted. It was agreed that the list was acceptable and that the last task on each meeting would be to finalise the next meeting date (covering all / any day Monday – Friday).
* Liam and Michael explained various aspects of Social Prescribing. The group not only found the discussions / information informative but also hoped that it would improve patient wellbeing. Leaflets were distributed

**Practice Accommodation / Information:**

Nothing to mention.

**Any Other business:**

DL stated that he wanted to give the group advance warning that he may have to ‘stand down’ in the coming months due to other personal demands on his time.

DL raised the subject of a secretary but stressed he didn’t want to ‘pick’ somebody as he preferred to have a volunteer. AB agreed to do this on a temporary basis. DL thanked her.

Meeting closed at 2:40pm

The next meeting will be held on Thursday 23rd march 2023 at 1.30pm

Outstanding / New Action Points

**AP168** **–** DL to compile a draft newsletter.

**AP169 –** MM check the process when a GP request another appointment in 1/52 – 4/52

**AP170 –** DL to compile a draft survey questionnaire

**AP171 –** DL to look into producing a flyer about the different medical roles

**AP172** **–** MM to ask the other members of the PCN about % missed appointments and also if there was any way in which patients could cancel an appointment via the telephone (without speaking to a member of staff)?

**These are abridged minutes, if you’re interested in knowing more about any of the above please ask at the reception, leave your contact details, and a member of WPPG will get in touch.**