**Carpenters PPG Meeting Minutes**

**Date: 7th July 2021**

**Attendees: Sabine Mohammad (RM), Reena Gonsai (PM), Abubakar Nur (APM), Syed Ali (Administrator)**

**Patient attendees: SP**

|  |  |  |
| --- | --- | --- |
| **AGENDA ITEM** | **NOTES** | **ACTIONS** |
| 1. **Introduction** | Host (Sabine Mohammad – Regional Manager) introduced herself and the practice management team (Reena, PM) and Abubakar (Assistant Practice Manager) | N/A |
| 1. **Our Clinical Team** | We displayed our current clinical team, showing the multitude of roles that work in the practice, ranging from GP’s and Nurses to Healthcare Assistants and Physician Associate’s | We are recruiting for More GP’s around the sites and aim to improve patient access.  We are also looking to hire a Social Prescriber to provide another beneficial service for patients with difficult financial and social circumstances. |
| 1. **Clinical Services being offered within our practices** | Carpenters Practice aims to reach out to the most vulnerable patients with our VIVA programme, this targets patients who are palliative, frail and elderly and patients with disabilities. We aim to provide them with an annual health check to identify any health problems and improve health outcomes. | N/A |
| 1. **COVID -19 Measures** | We have implemented several measures to combat COVID-19 and enable us to deliver care safely as well as protecting patients and staff. The measures include, staff being tested twice a week using lateral flow testing. Widely available PPE (masks, hand sanitiser and universal wipes are being used). Perspex screens have been installed in reception and admin working areas to ensure protection. COVID screening questions are being asked to patients when entering the practice/being booked in for a physical appointment, social distancing measures are being observed. |  |
| 1. **Dr iQ** | Our online consultation app which is available to patients over the age of 16. Patients under the age of 16 can still be added to their parent/carers Dr iQ account also. The app allows the patient to access GP services 5 days a week by submitting online consultations and various pathways are available on the app ranging from Contraception to Back Pain, all requests are triaged by a clinician and assigned to the relevant member of our multi-skilled team. |  |
| 1. **AOB** | SP asked – ‘Does the surgery offer any service to patients with English as their second language?’  The practice does offer an interpreting service which is available on request and there is also a service for patients with impaired hearing in addition to this.  SP asked – ‘Is there any social prescribing service available for patients?’  The practice is currently in the process of recruiting a Social Prescriber, this means that GP’s can refer patients to this service and patients in need of assistance can be booked in to speak to them for issues more related to social/financial.  The practice is also open to hosting events to reach out to the community such as a Carers Event Day. We aim as a practice to liaise with the patients to accomplish this.  As an additional agenda item, we do offer some private services for private letters/medical reports, all fees are viewable on our website for reference. |  |
| 1. **COVID-19 Vaccinations** | All eligible patients are being offered the opportunity to have their COVID vaccinations. We are booking patients into the local vaccination clinics around Newham borough, we are also allowing patients the freedom to organise their own appointments for the vaccine and allowing them to choose a location of their preference. |  |

**\*Meeting ends\***