**PPG Meeting Actions/Minutes**

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| **Date:** | **09/12/2021** |
| **Attendees:**  **Staff** | **(MX) , (JW), (AW) (JB)**  **Christiana Sakyi (CS) Alishia Labonte (AL) Alfie Sleap (AS)**  **Dr Scarlett Gard, Dr Rabia Ishaque** |
| **PPG Members** | **(MX) , (JW)** |
| **Apologies:** | **OTHER MEMBERS** |
| **Place:** | **Zoom meeting - 09/12/2021** |
| **Agenda:** | 1. Introductions 2. The Practice Team/Changes 3. Covid 19 – Measures in place and services still being offered 4. Improvements- Social Prescriber, Care Coordinator, Bart Health Maternity 5. Questions and feedback from PPG members |
| **Recorded by:** | **Alishia Labonte** |

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|  | **Description** | **TASK** | **Action by** |
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| **Actions** | | | |
| 1 | Meeting started at 17:00pm  Introduction of staff and PPG members lead by CS |  |  |
| 2 | PCN- Three different surgeries put togather. The name of our PCN is Docklands PCN made up of Tollgate, Royal Docks and E16 Health  Dr Gard- if patients would like to learn about our PCN meetings and information will be provided  James -  had been a patient for 15 years, t- regular user of GP and services  Marie - living in the area 27 years, passionate about community health from newborns to elderly  **Practice team** 7 salaried GPS, 3 female 4 male 4 long term locums – 2 Females and 2male  2 Clinical Pharmacists  1 ANP  4 Practice Nurses  2 HCAs  1 Physiotherapist  Our clinical pharmacist deal with long term conditions reviews such as asthma, diabetes and COPD  Our advance nurse practitioner deals different conditions including skin condition and gynaecology  Marvin- physiotherapist works on Tuesday on site and works remotely on Wednesdays  2 HCA based in each site, they do blood test, blood pressure readings, nhs health check, primary prevention reviews and other reviews. HCA’s give flu vaccines and also do home visit for our patients not able to come into the surgery  Practice list size have increased to almost 20,000  **Measures put into places**   * New Variant * Social distancing in the surgery such as markings on the floor and seats. Face covering when you come into the surgery, COVID triage questions been asked * We encourage all staff to have their COVID vaccines done * Aim to get Newham a highter rate for vaccinated people * Screens in reception area to protect staff and patient * Staff test two days a week * We screen patients when coming into the surgery, we have now put into place a message is sent out the day before patients appointment to ask covid question * Both sites have isolation rooms   mx- tried to do an online consultation , was told can’t me helped called through to reception and go an appointment straight away.  mx- we should be asking patients to do lateral flow test  dr rabia- Patients do not recognise or realise they have covid symptoms.  mx- website should be updated on guidance or even a leaflet not everyone has internet , even when double jabbed your not invincible! Text messages should be sent out maybe have a health advocate.  JB- Royal Wharf Forums – start being honest with patients , maybe a social media platform.  Dr Rabia- Patients need to remember primary and secondary workers are patients aswell.  mx- Tv screens in the reception area should promote services or a newsletter  christiana- we have google reviews and parient choices  JW- Take into consideeraton not everyone has social media.  Dr Gard- Social Presciber – Traning and supporting people in newham. Can refer oatients to citizens advice in 2-3days wich would normally take 6 week  Care co- ordinator- patients advocate, helping patients with referrals and checking in with them  JB- Hidden disability – just an added number to the referral list, a care co-ordinator will definitely help with this issue.  Peer support paitent- not sure if it is in within budget but great idea if PCN wants to expand.  Rabia- Expert Patient, would be good for patients to talk to patients so there is more of an understanding.  Safe Sugeries network – we don’t ask patients –for proof of address, we don’t register temporary patients. Assylum seekers – registered 500+ has double slots as they need a translator.  Cancer Patient – We do reviews, proactive course and a careplan  Flu Season- End of September to the end of the March.  Vulnerable Adult Programme – called patients but not interested  **Clinical safety audit**  -Patients with high risk medications has blood test every 3-6 months, the practice has put this measure into place.  Talking therapies- assessments are taking 3-6 moths due to urgeny.  JW- Booking appointments is hard to book when working, its good that the practice reminds patients that they are due for reviews.  Face to Face Slots – 10 Slots a day.  Alfie- Dr IQ depends on the capacity in the surgery. Dr IQ has been changed to specific needs if not liste you will be asked to call the surgery. |  |  |
| 5 | Meeting Ends | TASK: |  |