**PPG Meeting Actions/Minutes**

|  |  |
| --- | --- |
| **Date:** | **10/03/2022** |
| **Attendees:****Staff** | **Christiana Sakyi (CS) Alishia Labonte (AL) Alfie Sleap (AS)** |
| **PPG Members** |  **(MX) , (JW), (DS), (SS), (LO), (OO), (JB)** |
| **Apologies:** | **OTHER MEMBERS**  |
| **Place:** | **Zoom meeting - 10/03/2022** |
| **Agenda:** | 1. Introductions
2. Covid 19 – Services still being offered
3. Improvements- Social Prescriber, Care Coordinator
4. Questions and feedback from PPG members
5. PCN Update
 |
| **Recorded by:** | **Alishia Labonte** |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Description** | **TASK** | **Action by** |
|  |  |  |  |
| **Actions** |
| 1 | **Meeting started at 17:00pm** Introduction of staff and PPG members lead by CSAlishia- Review of Prevoius meeting Minutes you said we didAll action from previous meeting completed |  |  |
| 2 | **Covid 19**New guidelines from Government you can go out without wearing a face mask,. We still require everyone or patients coming into the surgery to wear a face mask. All covid protocols are still in place in the surgery. We have in place hand santisers and face masks around the sugeryfor patients to use. The practice operate four hourly wipe down around the building.  |  |  |
| 3 | **Practice Improvements*** We have now hired a PCN co-ordinator who will work alongside clincians for patient care, medicine audits and helping vulenerable patients e.g. long term condition diabetes
* We have recently recruited additional four receptionist to help manage the work load
* There is a Blood pressure machine at both sites. The blood Pressure machine at Pontoon Dock will automatically record on to your consultation.
* Clinicians will continue to triage their telephone appointment but are now seeing more face to face.
 |  |  |
| 4 | **Questions and Feedback*** (LO)- Appointments have improved in the last couple of months. She called and got an appointment straight away Well done
* (SS)- Does not like booking appointments via phone, wants to know if there is an easier way of booking an appointment. DR IQ should allow to book appointment.
* Pathways will allow you to request for sick note and an online consultation for skin issues
* DR IQ concerns- App is contantly logged on, security concerns has to show ID and record a video in order to get a linkage key
* Alfie explains you can come into the surgery to show ID insread of doing it online.
* We will take this feedback back to DR IQ IT team, to see if app can log out after a certain amount of time.
 |  |  |
|  | **PCN*** Is a network of surgeries out together. The name of our PCN is Docklands PCN made up of Tollgate, Royal Docks and E16 Health

**SOCIAL PRESCRIBER** * Social Prescriber- Referrals from clincans to help with homelessness, mental health issues, money issues and benefits.
* Assess how far a patient’s health and wellbeing needs can be met by services and other opportunities available in the community
* Work closely with care coordinators and health and Well-Being Coaches

**First Contact Physio therapist –** * First point of contact for their MSK condition instead of the GP
* To assess patients with soft tissue, muscle and joint pain and to decide on the most appropriate management
* Assessment, providing evidence based exercises management
* We have an on-site physio who works 1 1/2 days a week.

**Clinical Pharmacist*** Part of a multi-disciplinary team in a patient facing role to clinically assess and treat patients
* Prescriber
* Responsible for the care management of patients with chronic diseases and undertake clinical medication reviews
* Leadership role in supporting integration of general practice with the wider healthcare teams to help improve patient outcomes
* part of a professional clinical network and have access to appropriate clinical supervision

**CARE COODINATOR*** Work with GPs and primary care professionals within the PCN to identify and manage a caseload of patients
* Work in partnership with the Social Prescribers
* Collaborate with members of the MDT, patients and their carers when managing and coordinating care
* help people to manage their needs through answering queries, making, and managing appointments

**PHYSICIAN ASSOCIATE*** First point of contact care for patients presenting with undifferentiated, undiagnosed problems
* Support the management of patient’s conditions through offering specialised clinics following appropriate training
* Provide health/disease promotion and prevention advice, alongside analysing and actioning diagnostic test results
* Develop integrated patient-centred care
* Promote evidence-based practice and partake in clinical audits, significant event reviews and other research and analysis task

PCN Projects**PARKRUN**Free weekly 5Km Run/Walk – Every Saturday link belowwww.parkrun.org.uk/bectonStaff will attend first Saturday of the month @9am**Safe Surgeries-** We assist homeless persons by using the surgeries address as theirs when registering o the practice .We don’t insist on proof of address before we register**PPG MEMBERSHIP**PCN would like a joint PPG Meeting* PPG members should have a spokesperson and a secturary

(MQ)- Training for PPG spokesperson should be providd as it requires time and knowledge. (We will talk to PCN and CD)PPG Mmebers will work closely with Practice Manager, Assistant Manager and PPG Lead.(MQ)- Hleath Coach Advisor needed. |  |  |
| 5 | Meeting Ends | TASK:  |  |