MINUTES OF PRACTICE PPG MEETING

Date: 05.12.2023: 4.00pm – 5.00pm

Next Meeting Scheduled: (6th February 2024)

**ATTENDING PATIENTS – 508387**

**ATTENDING HOSTS – Dr Ashokan(AA), Abubakar Nur(AN), Pisterling Tampa(PT)**

**Meeting minutes Taken by: Abubakar Nur**

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| **AGENDA ITEM** |  | **AGREED ACTIONS** |
| **Introduction** | PT - Patient Participation Groups (PPG) within General Practices are not new. The first PPG was set up on the 30 November 1972 at The Health Centre, Berinsfield near Oxford. At present, it is estimated that at least 41 per cent of General Practices in England and Wales have a PPG. At least 600 of them are members of the National Association for Patient Participation (NAPP), a registered charity in England and Wales since 1978 that is the umbrella organisation for Patient Participation Groups (PPGs) within the Primary Care setting.  AA- The PPG group is not just about us talking to patients it’s a chance for you the patients to give us feedback on how you want the service to improve.  AA – we want patients to be a critical friend of the practice to drive us to improve. |  |
| **Practice administration team** | * Shahid Arshid (Senior Admin) * Tamanna Begum * Abu Tanvir * Mahi Kazi NEW * Ubay Faizal * Ferdous Ahmed   Mahi is our newest receptionist at the practice. |  |
| **Practice management team** | * Abubakar Nur (Practice Manager) * Asha Ashokan (Clinical Lead) * Pisterling Tampa (Assistant Practice Manager) * Shahid Arshid (Senior Administrator) |  |
| **Clinical team** | * Dr Asha Ashokan (Clinical Lead) * Dr Rizwan Mostafa (GP) * Dr Rebbeca Gulrez (GP) * Dr Shabaz Ahmad (GP) * Dr Naeem Mitha (GP) NEW * Dr Nabina Nqvi (GP) NEW * Nurse Claudia Adoma (Practice Nurse) * Nurse Alaya Ullah (Nurse) * Nadia Ali (Healthcare Assistant) * Selina Akter (HCA) NEW * Muminah Haque (HCA) NEW * Shakeel Khan (Pharmacist) * Zainab Patel (Pharmacist) * Samira Abubakar (Pharmacist) NEW * Ekta (Physiotherapist) * Kukuwa Anderson (Social Prescriber) * Sanah Hussain (Mental Health) NEW   Sanah Hussain is a highly skilled Mental health nurse who works at the practice every Wednesdays. | . |
| **CPCS** | * The service is helping to alleviate pressure on GP appointments and emergency departments, in addition to harnessing the skills and medicines knowledge of pharmacists. Should the patient need to be escalated or referred to an alternative service, the pharmacist can arrange this. * The practice makes a digital referral to a convenient pharmacy, where the patient will receive pharmacist advice and treatment for a range of minor illnesses, or for an urgent supply of a previously prescribed medicine (NB. referrals for urgent prescriptions from general practice are not covered by this service). * To book this service, call reception & we will to send a link/referral to your local pharmacy |  |
| **Extended hours appointments** | * Ext hours appointments are offered to patients outside our operating hours. * The appointments were originally telephone appointments but now offer face to face which allows the patient has a choice. * The extended hours hub can be called directly the number is available via reception. * Essex Lodge Surgery, 94 Greengate St, London E13 0AS * Carpenters Practice, 236-252 High St, London E15 2JA |  |
| **Mental health nurse** | * We have now recruited a Mental Health Nurse who works every Wednesday. * Appointments with the mental health nurse can be pre booked at any time * Our mental health nurse will be aiding us on with our mental patients |  |
| **PPG Chair person** | * We are looking to have a chair person for Lucas Avenue PPG * This person will be in charge of future meeting agendas & also attend PCN PPG meetings. * They will also liaise between practice management & other PPG members * PCN PPG meetings consists of similar themes like the practice PPG meetings but involves the borough of Newham which includes Carpenters Practice, Balaam Street Practice & Essex Lodge Surgery. |  |
| **AHP appointments** | Our pharmacists Shakeel, Zainab & Samira will now be doing face-to-face appointments. They will be doing full face-to-face sessions on Tuesdays. These appointment will include   * blood pressure * diabetes type 2 * age five and above * chest infection * Cough * Flu * feet issues * skin issues * Allergies * Asthma |  |
| **Check in screen** | * There are two screens in the waiting room area * This screen will allow patients to check in without having to queue up and be checked in by reception. * This will also help patient not be late for their appointments |  |
| **Feedback** | PD- Sometimes I cannot wake up in the morning, and when I call at 9am im told no appointments left for the day.  PT- we do try and offer as many on the day appointments on the day but if appts are not available at the practice we should be offering pts CPCS referrals or out of hours.  PD – I sometimes feel the receptionist rush you on calls and don’t really listen sometimes.  PT – I do apologise receptionist should not be making pts feel like they are not being heard we will feed this back  AN – if you feel like receptionist are not listening or being compassionate please ask to speak to the management team, we can then identify and give them one to one training. |  |

Next PPG meeting will the week of February, the date will be confirmed closer to time.