

## PPG Meeting Actions/Minutes

<b>Date:</b>	<b>15.08.2024</b>
<b>Attendees: Staff</b>	<b>Theresa Joseph, Balajeevani Sinnathurai Christiana Sakyi, Mohammad Qasim</b>
<b>PPG Members</b>	<b>(MX), (JB),</b>
<b>Apologies:</b>	<b>OTHER MEMBERS</b>
<b>Place:</b>	<b>Teams Meeting 15.08.2024</b>
<b>Agenda:</b>	<ol style="list-style-type: none"> <li>1. Introduction</li> <li>2. The Practice Team</li> <li>3. Practice Changes</li> <li>4. Past/Upcoming Events</li> <li>5. Questions and feedback from PPG members</li> </ol>
<b>Recorded by:</b>	<b>Mohammad Qasim</b>

	Description	TASK	Action by
<b>Actions</b>			
1	<p><b>Meeting started at 17:00pm</b> Introduction of staff and PPG members lead by Theresa Joseph- MX, member of practice for over 30 years. JB, also in attendance from last PPG meeting.</p>		
2	<p><b>The Practice Team Changes</b> <b>5 New Starters since last PPG meeting</b></p> <ul style="list-style-type: none"> <li>- <b>Balajeevani Sinnathurai – practice manager</b></li> <li>- <b>Alekya Veera – Receptionist</b></li> <li>- <b>Hussain Ahmed - Receptionist</b></li> <li>- <b>Tharaka Chandranathan - Receptionist</b></li> <li>- <b>Juliet Ntshudu - Receptionist</b></li> <li>- <b>Lelde Grope – Receptionist</b></li> <li>- <b>Laura James – Practice Nurse</b></li> <li>- <b>Dr Morounkeji Ogunrinde - GP</b></li> </ul>		
3	<p><b>The Practice updates</b></p> <p><b>Telephone lines-</b> We are still working very hard to get our telephones lines up and running for the practice, we have been in touch with the comms team who are working on getting this sorted as quickly as possible in the background. In the meantime, we are using the soft phones for all reception staff so you may experience the line dropping please be patient with us. Staff will aim to call you back if the line drops.</p> <p><b>New patient registration system</b> Healthtech1 our new patient registration system- we are a safe surgery. We take patient registration without IDs or address. The new registration system is available on the practice website, you can also scan a QR code on the posters within the practice reception.</p>		

	<p>catchment area – we can provide GP appointments, but home visits patients would be advised we cannot do them, long with referrals to hospitals would also be rejected.</p>		
4	<p><b>Past/Upcoming Event</b>  Obesity and Weight management event held on 20<sup>th</sup> of July 2024 for Pontoon Dock.  PPG member (MX) attended for 30 minutes. Met staff, patients, liked the idea of nutrition kitchen. Met with Jordan (Health and wellbeing coach) during the event services such as: BP, weight and height checks being carried out. Healthy advice, how to intake on sugar according to right levels.  Nutritional kitchen along with better health attended event and had stands set up for patient questions and advice.</p>		
6	<p><b>Questions and feedback from PPG members</b></p> <p>PPG members want to see more events held at practice more frequently, PPG member (MX) will think of events and email Mohammad APM to discuss.  PPG member (JB) would like to see an event regarding kidney related health. Kidney care with Diabetic event.</p> <p>Practice would like PPG members to chair PPG meetings going forward. We will discuss PPG with patients who attend events at practice to get more patients to attend PPG meeting and get a chairperson.</p>		
8	<p>Meeting Ends</p>		
		TASK:	