

## Meeting Minutes

### PATIENT PARTICIPATION GROUP MEETING

**Date: 19<sup>th</sup> February 2020**

**Attendees:**

Dr Das (GP Partner)  
Chambis Georgiou (Practice Manager)  
Robert Nsiiro (Operations Manager)  
AW (512045)  
MM (508440)  
SM  
MH (15866)

**Apologies:**

Dr Bhatti (GP Partner)  
Sue Mellish (Senior Receptionist)  
DL (9048)  
CHP (500957)  
IP (9562)  
JP (1393)

No.	Agenda Item	Action
1.	<p><b>Introductions</b></p> <p>The Practice Team were introduced to the new attendees MH and SM - AW explained to the new members what the PPG was for and the reason for the support a PPG can give the practice.</p>	
2.	<p><b>Apologies</b></p> <p>Dr Bhatti SM DL CHPrice IP JP</p>	
3.	<p><b>Minutes from the 20<sup>th</sup> November 2019 meeting</b></p> <p>There was nothing raised from last meetings minutes.</p>	
4.	<p><b>CQC update – CG updated us</b> - After the 1<sup>st</sup> October 2019 review the practice has been removed from extreme measures and the weekly meetings have become quarterly – The CQC had set out a list of projects and improvements they wanted to be achieved – The practice have booked a staff day out on the 28<sup>th</sup> May for team building event. This is the one outstanding item on their list.</p>	
5.	<p><b>New Staff and recruitment – PPG</b></p> <p>From 1<sup>st</sup> April 2020 Dr Clara Yiu will become a practice partner. This is great news for the practice and we would like to congratulate her in her promotion.</p> <p>The practice has hired two new nurse practitioners and are potentially looking to hire two more in the next few months – this would mean that the GPs would be supported by two nurse practitioners daily. Having this level of nursing support is very important.</p> <p>Dr Nisha Ahluwalia is leaving the practice at the end of this month. Her practice will be covered by a locum until a full time GP is hired.</p> <p>David Gullimore left last month to immigrate to Australia and his position has been filled by Triston Idollor, a clinical coder and senior administrator.</p> <p>AW raised the question about the Vice-Chairman position of the PPG and the need for more members – she is going to design some more promotional posters and leaflets we can hand out in reception to promote the group – she will speak to DL about the VC position</p>	

6.	<p><b>Update on yearly plan of action and volunteering</b></p> <p>20/21 tasks for action will need to be planned and agreed in the May 2020 meeting – please email us any ideas for consideration. Some of 2019/2020 are still on going and will be finished before the end of March 2020 – RN and AW are working together to install a white board with staff photographs and daily clinic attendance – MH said the one behind reception isn't visible enough. Dr Das and MM agreed it needed to be improved.</p> <p>RD advised of three new projects being worked on by the practice, but no fixed timelines were added</p> <ol style="list-style-type: none"> <li>1) Medical reviews over video link– if a patient can't get in then we may reach them using a skype type program – RN have seen a few suppliers already</li> <li>2) Drs will arrange group consultations/meetings for patients suffering from the same long-term issues - they will give patients individual advice on their care and group advice about overall care</li> <li>3) We are also liaising with Pride in practice who support and advise on Transgender and Gender Dysphoria issues.</li> </ol>	
7.	<p><b>AOB</b></p> <p>RN and RD are still continuing to do home visits to help ensure as many people get their flu jabs – MM is going to check with some of the patients who she knows if they have been given the jab and if not get them added to the home visit list if they can't make it in. AW will be attending the SE London PPG meeting on Wednesday 26<sup>th</sup> February on behalf of the practice. She will update us in an email and in the next meeting on 20<sup>th</sup> May 2020</p> <p>AW will be out of action from March 16<sup>th</sup> until Easter but will be back on Wednesdays to help patients with their forms – if a patient wishes to see her they can book an appointment on a Wednesday with reception – a referral form will be given for patients to complete before they are seen.</p> <p>We are helping Thrombosis UK promote an event at Guy's Hospital on the 28<sup>th</sup> March which focuses on DVT, PE and the use of Warfarin. There will be a second event in May for patients and staff for Global Thrombosis Awareness week - posters will be out up in local pharmacies and the practice. Anyone can register to go.</p>	
8.	<p><b>Next Scheduled PPG Meeting</b></p> <p>20<sup>th</sup> May 2020  19<sup>th</sup> August 2020  18<sup>th</sup> November 2020</p>	