Minutes of the Patient Participation Group for the Evergreen Surgery

13th July 2021 15:00 via Zoom

Chaired by: Ian Gray (IG)

Attendance

Staff attending: Dr Sarah Amini (SA) GP Partner, Mrs J Hustler (JH) Practice Manager.

Apologies: Margaret Adams (MA) Suzanne Nolan (SN) Sanjay Chada (SC)

1. Welcome / introductions/ apologies

Apologies as above. Due to limited availability a brief meeting went ahead but agreed would give details of date of next meeting in advance.

1. Minutes of the last meeting

Minutes agreed

1. Matters arising

Practice business development plan will include ongoing expansion of PPG to make it more reflective of the surgery population.

Practice website relaunched. Positive feedback but will continue to monitor.

Section for PPG to be updated

Whippscross hospital development will be a standing item.

Wanstead hospital is declining patients that walk in for phlebotomy however, the practice now has a number they can give to patients unable to book online.

1. Practice Operational working

.COVID vaccination programme continues with surgery doing onsite AZ clinics.

No current change as to how the surgery is functions as the national guidance on triage of patient’s remains in place however the number of patients being seen face to face is increasing following an appropriate risk assessment. The surgery is reviewing plans for how the clinics look going forward.

Staffing updates: Change of registrars in August planned as usual. Additional PCN staff supporting the practice now include clinical pharmacist, first response musculoskeletal specialist, social prescribers, and paramedics. Other sort of staff are under consideration as this is a centrally funded programme to release GP time.

Social prescriber to be invited to next meeting.

1. Community update

No new information

1. Quality initiatives and future plans

The practice is participating in a scheme with the CCG to increase the number of patients monitoring their own blood pressure at home with roll out of a BP loan scheme.

The cancer tracking programme continues and we are now utilising the pan London C the signs process to ensure that the most up to date guidance is followed and the patient’s journey can more easily be monitored.

GP patient’s annual feedback has been published with positive feedback for the surgery including access, and patient involvement in their care.

1. Any other business

Equalities act – use of patient pronoun was raised. Patients currently registered based on existing titles but alert would be added if there was a personal preference not covered currently. Registering as M/F necessary at present to ensure included cancer screening programmes.

Next meeting: Tuesday 16th November 4pm

2.2.2021 JH