Minutes of the Patient Participation Group for the Evergreen Surgery

16th November 2021 15:00 via Zoom

Chaired by: Ian Gray (IG)

Attendance

Staff attending: Dr Sarah Amini (SA) GP Partner, Dr M Greenfield ( MG) GP Partner Mrs J Hustler (JH) Practice Manager. Suzanne Nolan (SN) Margaret Adams (MA) Ammaar (AM) social prescriber

Apologies: Sanjay Chada (SC)

1. Welcome / introductions/ apologies

Apologies as above.

1. Minutes of the last meeting

Minutes agreed

1. Matters arising

Website- IG advised translation programme works well. Outcome of feedback/ actions section needs updating. JH to update on recent survey results.

1. Practice Operational working

AM – social prescriber joined the meeting to explain role and how accessing local services. Role supported by Redbridge CVS.

JH updated on additional PCN roles in place, paramedic, MSK specialist, care coordinator, clinical pharmacist.

Practice continues to operate in accordance with national COVID infection control guidelines. Masks required. Seeing an increase in face to face appointments.

The surgery is not undertaking the booster injections due to storage and staffing time requirements of using Pfizer. However working with Healthbridge as provider of sessions via Hawkey Hall.

JH shared information to show the overall increase in appointment numbers being required. Format of data needs simplifying. JH to review.

SA announced her retirement at the end of December. The meeting thanked SA for her care and kindness over the last 20 years. Dr Barker has now joined the practice as a salaried GP working 4 sessions per week having previously been a trainee with us. She has a particular interest in care of the elderly.

MG will take on the role of linking with the PPG.

1. Community update

Whippscross referrals still affected by pandemic with significant backlog for routine appointments. However services remain effective for 2 week wait requests and emergencies such as cardiac events.

The practice is using the care coordinator to chase referrals and support patients affected by the delays.

1. Quality initiatives and future plans

MG fed back that cancer referrals have now returned to pre pandemic levels. These are tracked by the surgery using a cancer safety netting tool.

SA updated on work with our learning disability patients to ensure that their annual review is undertaken and it includes the necessary physical checks.

Annual BP monitoring programme is being rolled out for at risk patients supported by one of our registrars with loan BP machines available for patients.

1. Any other business

Extension to the surgery by incorporating the attached flat is still in progress.

Patient information leaflet is being updated – JH to share before printing.

Next meeting: Tuesday 1st March 3- 4pm

16.2.22