Minutes of the Patient Participation Group for the Evergreen Surgery

1st March 22 15:00 via Zoom

Chaired by: Ian Gray (IG)

Attendance

Staff attending: Dr M Greenfield ( MG) GP Partner Mrs J Hustler (JH) Practice Manager. Suzanne Nolan (SN) Margaret Adams (MA)

Apologies: Sanjay Chada (SC)

1. Welcome / introductions/ apologies

Apologies as above.

1. Minutes of the last meeting

Minutes agreed

1. Matters arising

Appointment data – JH agreed to provide a simplified version of appointment activity.

Patient information leaflet has been reviewed and updated based on comments received

Extension to practice is currently with Redbridge planning – decision expected in May.

No change to PPG membership, one request to join via the practice website but not currently registered. Contact with local schools to be considered to encourage younger membership.

1. Practice Operational working

JS – clinical pharmacist joined the meeting to explain their role as part of the practice team. Role includes supporting the team to undertake medication reviews, checks on patients with high risk medications and auditing prescribing practices. Additional role is extremely valuable to the practice.

COVID numbers remain high and of concern. Practice continues to operate in accordance with national COVID infection control guidelines. Masks are still required. We are seeing an increase in face to face appointments and reviewing the profile of our clinics regularly. The clinical staff are keen to increase the number of face to face appointments as guidance allows them.

Feedback from patients was that they felt safe attending the surgery

The surgery continues not to undertake the COVID vaccinations but will help patients who can’t manage the online booking. HBD are doing our housebound and care homes.

DOH plans to reduce waiting lists does not directly impact on the surgery but JH advised there are increasing requests to chase referrals. Social prescribers and care coordinators are being used to support this.

MG confirmed that cancer referral rates have returned to pre pandemic levels and patients are being seen in line with 2WW guidance.

1. Community update

Wanstead phlebotomy services continue to work well.

No specific update re Whippscross development but SN will update after next Health and Scrutiny board meeting.

1. Quality initiatives and future plans

Future plans for the surgery will include focusing on our frailest patients, mental health, and blood pressure monitoring and weight management.

IG raised the question if the surgery could support more prostate cancer monitoring – currently no national screening programme.

1. Any other business

Ear syringing – service no longer available at the surgery (not considered best clinical practice) currently patients need to seek private micro suction. SN will raise the question of the service being provided locally.

Lateral flows – currently no national information provided on how these will be accessed after March 22.

Blood pressure monitor – discussion re blood pressure monitoring machine being the waiting room. Mixed views due to space and privacy.

Next meeting: Tuesday 31st May 3- 4pm

This will be an open meeting in the surgery waiting area

27.4.22