Minutes of the Patient Participation Group for the Evergreen Surgery

31st May 22 15:00

Chaired by: Ian Gray (IG)

Attendance

Staff attending: Dr M Greenfield (MG) GP Partner Mrs J Hustler (JH) Practice Manager.

Patient attendance: See separate list

Apologies: See separate list

1. Welcome / introductions/ apologies

IG welcomed all to the annual meeting of the PPG. Attendances and apologies noted. IG thanked the PPG members that had continued to meet regularly on zoom during the pandemic and he provided a short summary of the topics and issues which had been considered during the period.

On behalf of the PPG and all patients, IG praised the staff at the surgery for their continued work during the pandemic.

JH said that support and feedback to the practice during this time was very much appreciated and the group had played an active part in supporting the surgery to make many changes and continue developing during this difficult period. The group had actively been involved in areas such as changes in patient access, the development of the new website and patient information leaflets.

The PPG is still conscious that a wider membership of the group is still

required, particularly younger members.

1. A reflection on the surgery during the COVID pandemic

MG reflected on the changes that the surgery had undertaken during the pandemic and the many challenges that this caused and the impact on the staff. Many new skills were learnt relating to technology and video consultation and the team coped with the challenges and risks in making decisions without a face to face consultations initially.

Now the surgery is operating in a similar way to pre pandemic processes but with the welcome addition of some positive changes such as online consultations and a support team of additional types of staff. MG confirmed that urgent 2 week wait appointments are still working well but there are many challenges with long waits for other more routine work. Our care coordinator spends many hours chasing up appointments and referrals in secondary care.

JH updated regarding the size of the surgery now, the increase in appointments offered and different types available such as first contact physio, clinical pharmacist and social prescriber. A service offering appointments with the community pharmacist for minor ailments has also started



1. Staffing/ building updates

Dr Amini retired in December 21 but 2 new partners, Dr Greenfield and Dr Bunting and a new GP Dr Barker have assured continuity of service.

Dr Gajjar is on maternity leave at present but will return to the surgery in May 2023.

The surgery continues support the training of doctors and Dr Welsh and Dr Ahweyevue are currently with us.

JH reported that the surgery has now managed to increase its upstairs capacity by incorporating an adjoining flat. This now means staff have appropriate break facilities and capacity to undertake additional telephone clinics. This will not be a direct patient area.

1. Quality initiatives and future plans

JH updated on expected changes from the current extended hours that the surgery offers on Monday evening, Thursday and Friday mornings to the new national proposal of enhanced hours.

The aim is to provide routine GP services outside the Practice hours, 6.30pm

to 8pm Monday – Friday and 8pm - 5pm on Saturday

The 11 local practices in Wanstead and Woodford PCN will work with the

Redbridge GP federation to provide this.

Other areas of focus for the practice this year will be around ensuring our

patients with learning disabilities and severe mental illness have an annual

health check. There will also be additional work done on hypertension and

child immunisations.

Questions/ AOB

Ear syringing – service no longer available at the surgery (not considered best clinical practice) currently patients need to seek private micro suction. A locally commissioned service would be beneficial

Wanstead hospital, whilst the phlebotomy service is working well concerns raised re the utilisation of the area and future plans with BHR and BARTs under joint chair now.

E consults – utilisation is not as high as expected. JH asked to provide examples of what it should be used for

AB asked how patients with long term conditions are being monitored – MG advised that whilst there is some patient responsibility we do keep registers of patients with long term conditions and there is a recall process in place for annual review. Whilst most of our contact is by text now a letter is still sent to patients without a mobile phone.

JH advised that we do not currently know the plan for additional COVID vaccination in the autumn but the surgery will provide a full flu programme for eligible patients.

JH thanked IG for chairing the PPG and the support the group had provided. His 3 years will be completed in November. Discussion re future PPG roles will take place at the next meeting.

Next meeting: Tuesday 6th September 2022 3- 4pm

This will be via teams.

6.6.22