

**MINUTES OF PATIENT PARTICIPATION GROUP MEETING 3RD MARCH 2022**

**Attendees:**

Patients:

In Person Online

JB AA

AK TC

Staff:

Dr A Arnott -GP Partner

Mohammed Sabry -Business Manager

Eunice Amedee -Operations Manager

Peter Trinh -IT Officer

Tracy Halm -Medical Secretary

**Welcoming of Members**

1. MS welcomed everyone, both online and in-person members.
2. Quick check to make sure everyone was up and running online for the purpose of the meeting.
3. Meeting rules were explained to everyone.

**Introductions**

* AK (Nurse) - looking for a part time work
* JB – Has been registered with the practice for 26 years
* All staff introduced themselves individually and their roles within the practice.

**History of the Practice**

MS gave a brief, from the Genesis of the practice till present.

**Practice Updates**

Dr AA and MS updated the team on staff and services available within the practice.

1. 2 Supervisors
2. Administrators
3. Note Summarizer
4. Going to have a physiotherapist for 1 and a half day
5. Will have a new Health Care Assistant joining soon
6. A Health and well-being coach also joining very soon
7. Social Prescribers
8. Clinical Pharmacist (3 days a week)
9. Health visitors who want to come on site but management has not given permission yet.
10. Brand new telephone system to monitor how long people are waiting in the queue. To check peak times and make sure people are available to pick calls
11. Have provided other avenues to book appointments-e-consult
12. Have a new website (suttonswharfhealthcentre.nhs.net)

**Updates on Site Relocation and main changes**

* Primary Care Network (PCN) Team. Their services provided will benefit patients
* Other services
* Community involvement

**Questions**

**AA-** Enquired of the process of booking a social prescriber? Also needs a blood test appointment which has become impossible.

**AK**- Problem of not getting to see a doctor and what is being done?

**Responses:**

MS explained the minimization of contact with doctors so we have moved to telephone appointments.

AA also mentioned there has been a huge back log for smears and health checks since pandemic and no contact with anyone but there has been a surge of patients after lockdown ended.

We also offer different triage system (e-consult, online booking for patients who can access support for a GP form from home without coming to the surgery or calling and waiting on the phone for a long time.

Once doctors triage patients on the phone they can offer face to face appointments if needed.

Shortage of Nurses has been a common problem for a while. Unfortunately the hospitals who were doing blood tests before pandemic have stopped and only the GP’s are dealing with the high demand

**Virtual Premises Tour**

Presented by MS

* Highlighted on a lot of our equipment being environmentally friendly
* Our Vision, aims and values (Care, Quality, Equality and Efficiency)

Floor Plan

* Meeting Room
* 4 Colour coding-Pink, blue, grey and green.
* Buggy Area

Waiting Area

* 2 fixed ipads
* Free standing health spots
* Fire extinguishers

Security

* Fully fitted with intruder alarm

Clinical Rooms

* Examination/Treatment Area
* Clinical fridges

Other facilities

* Control Rooms
* Cleaning areas
* Have our own recyclable bins
* Storages
* Patients Toilet facilities

**Refreshments at 3.30pm**

**Meeting ended at 4.00pm**