

**MINUTES OF PATIENT PARTICIPATION GROUP MEETING 8TH DECEMBER 2022**

**Attendees:**

Patients:

AF

JB

MB

JW

Staff:

Dr A Arnott -GP Partner

Mohammed Sabry -Business Manager

Eunice Amedee -Operations Manager

Tracy Halm-Boateng -Medical Secretary

Nasima Begum -Reception Supervisor

Welcoming of Members/Introductions

Dr Arnott welcomed attendees and each member introduced themselves.

Recap of Last Minutes

Dr Arnott highlighted on the major points raised at the last meeting

* Difficulty in accessing appointments
* New Telephone system
* Starting a hub service
* Difficulty in disabled parking and access

Staff Update

For the past few months the Surgery has lost some receptionists to maternity leave.

* Two new receptionists joining soon
* New Nurse starting in February
* Dr White has joined us
* A new registrar (Parveen) has also joined

Most of the doctors were trained here and decided to stay

Premises Update

* Mohammed informed members of the commencement of the Hub service from Friday 7.00pm-10.00pm and Saturday 9.00am to 5.00pm. At the moment the PCN is made up of St. Paul’s Way, Goodman’s Field, Strouts Place, St Stephens, Harley Grove, Cable Street and us. Looking to increasing the budget so we can have dressings for HCA and extra appointments for patients
* There is a charity that is interested in running YOGA for the over 50’s and will start in February 2023. This will be held every Tuesday and will be a service for the community. Information will be on the screens at reception.
* Some regulars also come in to check their BP.

Access/Appointments

* We currently have more face-to-face appointments and makes a great difference for us now
* Still have e-consults because a small number of people like it
* Would like to look into ‘in advance’ appointments for 1-2 weeks

Current Issues

* Flu vaccinations
* Shingles vaccination for over 70 years
* NHS Health Checks

Patient Feedback

Mohammed updated us on our ratings. Currently we have 3.1 stars on google and 4 stars on NHS Survey (GP Patient survey)

Disability Access/Signage

* Mohammed informed the team the issue of the disability access and parking has been a going concern and constantly pushing for a solution through CCG. Recommendations of going through the park behind the flats and accessing from that entrance has been welcomed. At the moment the car park is for residents only.
* He also informed the team he is in the process of getting a signage to inform the public of the location of the GP.

**Open Forum**

Registration of New Patients

Mohammed explained we are still registering patients at Queen Mary University and when University is not in session they come to Suttons Wharf Health Centre otherwise we run it at the students centre on campus.

Podiatry Service

Asked about Podiatry Service. Mohammed informed the team we currently do not have the service but as we are looking forward to expanding, this may happen in the future.

Physiotherapy

A member also asked if we are going to have physiotherapy on site but the response was no as we currently have a self- referral for the service and doctors can also refer patient’s if necessary

Shingles Vaccination

Another member asked for clarification on vaccination eligibility if one has already had shingles in the past. Mohammed navigated the NHS website with the team and confirmed the answer is YES.

**Meeting ended at 2.45 pm**

**Next Meeting scheduled for Thursday, 9th March 2023 at 1.30pm**