

PPG MEETING – Friday 1 Apr at 14.00 via teams

ATTENDEES:

Moria Black
David Jenkins
Jean Rowe
Ann Smith
Robert Gurd
Dr C Mendes da Costa (GP)
Jill Morris

APOLOGIES:

Rosin Holden
Robin Carlyle
Adrienne Ventura
Bridget Asprey
Owen Grainger

Chaired by Sangeeta Kathuria

Sangeeta welcomed everyone to the meeting and apologised for having to cancel the last meeting we had scheduled in Jan owing to the Covid vaccines clinics and work.

The meeting opened to discussing the actions of the last meeting minutes.

- Sangeeta discussed the new notice board and updating this in the coming days with information for patients.
- new policy on grievance cards being sent to families of the deceased by our reception team is now active and is being done by our team
- minor ailments scheme is now in practice but not really used at the practice yet robustly as our appts system is pretty good already. Sangeeta has put up a list of the minor ailments that patients can be seen for by the pharmacist on the notice board and will upload this on the website too
- One suggestion was to use rooms in the surgery for other areas. We have the health and wellbeing coach now in three days a week and a clinical pharmacist on site once a week and in talks with someone who works in cranio - sacral therapy to work on site.
- Optometrists not referring directly to hospitals. SK has tried to find out about this and has spoken to someone in the PCN who has stated that this is to do with budgets and whose budget a referral comes out of. Currently this is to come out of the GP budget via the PCN as a whole. However, Robert Gurd confirmed that this is now happening as we speak

- Buddy system for elderly patients has not started yet but looking to start in the new April quarter once reception team has been finalized

NEW ITEMS DICUSSED

- **Covid campaign and hubs** – Sangeeta explained how the hubs are now closing in Ealing and all patients need to book their spring boosters via the online government portal. Patients have been updated with texts about this and the website has been updated. We will no longer hold any Covid vaccine clinics in house either. Housebound patients will be visited at home in due course by a roving team
- **Health and Well Being coaches and Paramedics** – Sangeeta discussed that as a PCN we are now employing a lot more support clinicians to help deliver a good level of care for our patients. Dr Mendes has been instrumental in hiring the three health and wellbeing coaches who will be working to support patients in lifestyle advice and can be seen on site at the surgery. We also have a paramedics team who will be able to support the GPs in carrying out home visits if urgent. They are trained paramedics with experience in the NHS working in urgent care centers or NHS 111 and they will be a top up support for home visit patients. The members advised that this should be actively promoted to the patients via website, notice board, TV etc so patients know that this support opportunity is available. Sangeeta to set this up.
- **SPIROMETRY CLINIC** – Sangeeta informed everyone of the new respiratory hub that has been set up with our Acton PCN at Crown Street Surgery who will be seeing any patients who have been referred for spirometry testing. This test had been stopped during the pandemic due to the risk associated with taking the test but is now back in place.
- **APPS** and bringing them together in one place – Sangeeta discussed the issues that some patients are having with access to so many different apps related to their health care. There are many useful and some not so useful and they are all very much specific to the patient's needs. Sangeeta has discussed an option of having a link tree so that one link can open up and show all the different apps and the patient can then choose the one they need. This will put all the APPS in one place for patients to make it easier for them to access them when needed. Sangeeta to action this before the next meeting and test it with the members for feedback.

NEXT MEETING TO BE HELD ON FRIDAY 8 JULY AT 14.00 VIA ZOOM