

PPG MEETING – Friday 4 Jun 2021 @ 18.00 via Zoom

ATTENDEES:

Moria Black
David Jenkins
Jean Rowe
Ann Smith
Bridget Asprey
Dr C Mendes da Costa (GP)

APOLOGIES:

Owen Grainger
Jill Morris Rosin Holden
Robert Gurd
Robin Carlyle
Ellen Epstein
Adrienne Ventura

Chaired by Sangeeta Kathuria

Sangeeta opened the meeting with thanking everyone for attending. It was a small group of attendance and a shorter meeting.

The following issues were discussed:

SOCIAL PRESCRIBER

Sangeeta discussed the role of the social prescriber who has been appointed by the Primary Care Network in Acton and who will be working with the surgery for our patients. She will not be based on site but referrals can be made to her by the Gps or Nurse for eligible patients.

The social prescriber is someone who supports in areas such as debt, benefits, housing support, employment support, gardening groups, befriending, volunteering opportunities, fitness activities, community and cultural activities and cooking and healthy eating support.

It's a service that is designed to support individual interests and needs where schemes are focussed on improving mental health and physical wellbeing.

Patients can request to be referred as well by their clinician and they will be contacted by the social prescriber at home.

More information can be see with videos on our website via the link below:

<https://www.bedford-park.co.uk/practice-info/leaflets/social-prescribing/>

COVID VACCINES

Sangeeta discussed that the GP surgeries have now stopped the hubs and booking in patients for their vaccines. The centres are on our website (see link below) where patients can walk in or book an appointment via 119 or the government website.

<https://www.bedford-park.co.uk/coronavirus/covid-vaccine-information/update-on-vaccines/>

Our local centre is Brentford Leisure Centre or CP House in Ealing.

Some members queried the booster vaccine and when it will be delivered. Sangeeta explained that this has not been issued as a guidance as yet and we are awaiting to hear about this from NHS England. She thought that it would ideally be given alongside the flu vaccine in Autumn, but there is nothing set down yet.

Sangeeta also discussed the news about the Pfizer vaccine being approved for the children aged 12 – 15 years to be given in their schools. We are awaiting guidance on this and Sangeeta will share the information with patients once we know more.

APPOINTMENTS POST LOCKDOWN CHANGES

Sangeeta explained that the surgery has never really closed and we always did offer face to face appointments if required by the GP when triaged.

However, we now have switched on our online appointments booking so patients can freely book a face to face or video consult appointment with the GPs only up to 8 weeks in advance.

The GPs are going to be discussing the breakdown of the appointments and check that we are offering maximum access to our patients in terms of a good selection. Currently we offer face to face, telephone or video, email, econsult slots. For the nursing staff the appointments have been resumed since last year to almost normal capacity. If any members have any suggestions for appointments to ensure optimal use by patients, please contact Sangeeta.

NATIONAL DATA OPT OUT

Sangeeta discussed the type one and type two opt outs which are related to patient records. The information is all on the website below. Patients can send in their forms to the surgery and our staff will be coding these accordingly. This is data that is shared for research purposes and it is anonymised however many patients have concerns about this, hence the option to opt out. This has now been extended to 1 September 2021 so patients have time to do the opt out forms.

<https://www.bedford-park.co.uk/new-patients/national-data-opt-out/>

ECONSULTS

Jean discussed her concerns about the econsult and the difficulties in completing the form to the end. Sangeeta is sure that many other patients are experiencing issues with this too. This is probably due to the form being very long and clunky in places and not very well suited if you are using a mobile phone. Sangeeta explained that for any patients who have issues with this and cannot fill the form, the best thing is to do the old fashioned “phone the surgery” for an appointment or advice.

The econsult was a feature that was added on at the onset of the pandemic however, as things have started to resume to normality, patients can call the surgery to book their appointments in the old way.

AOB

David mentioned that he was able to book an appointment with the nurse via the APP. Sangeeta stated that this shouldn't be offered on an APP, as nurse appointments vary in times depending on what they need to be seen for. Patients may end up booking the wrong length. This may be on the NHS APP and Sangeeta will look into this to ensure it is not offered for patients, to avoid confusion and cancellations of appointments.

Jean mentioned that her phone isn't able to manage the text messages which we send to patients as it is quite old. Sangeeta felt that this may be a problem for many other patients. Therefore, Sangeeta is going to start a mailing list for those patients who cannot view the links or text messages on their phones. When a patient contacts the surgery asking to be emailed instead, they will be added to a surgery mailing list and the same information will be shared with them to ensure no patient is left out with the news. Hopefully this will be a positive change for our patients moving forward with our relaying of surgery information.

THE NEXT MEETING WILL BE ON FRIDAY 8 OCTOBER AT 18.00 VIA ZOOM