

MEETING MINUTES FOR PPG

Friday 27 Jan 2023

Attendees:

Dr Mendes da Costa
Sangeeta Kathuria (chair)
Moir Black
Robert Gurd
Jean Rowe
Jill Morris

Apologies

David Jenkins
Roisin Holden
Owen Grainger
Bridget Asprey
Ann Smith
Robin Carlyle

Minutes of last meeting were discussed and action points that have been sorted were discussed.

Actioned from last meeting:

- **Airmid App has been tested and working as well as the econsult app. However, video discussions have since reduced as face to face appts come back into surgery**
- **CQC monitoring call that took place on 15 July went very well and we have been signed off on CQC as GOOD rating for another year. The inspector was very happy with the work the surgery has been doing during the pandemic and thereafter for patient and staff care.**
- **Telephone greeting – has been changed and shortened to make it more user friendly for the surgery patients.**

AGENDA TO DISCUSS

FACE TO FACE MEETINGS

OG has requested that we should try and have more f2f meetings now that things are back to normal. Sangeeta suggested that we can have face to face meetings twice a year and then have online meetings other times and try and have a balance. She has advised that the next meeting will be a face to face if possible at the surgery although the preference is online as that way, Dr Mendes is also able to attend the meeting in case she is away from the surgery.

PCN (PRIMARY CARE NETWORK)

Sangeeta explained to the members that she has taken on a role working with the Acton PCN to support the clinical directors in the capacity of a manager and to help enhance the services offered to patients in our PCN. She has just started to do this from Nov 22 and its very early but she hopes to share support with other managers to ensure patients in Acton are given good clinical care and services. Dr Mendes also added that she is on the team at the PCN as a clinician who will be looking at health inequalities and high intensity users (patients who visit the A&E or GP surgery frequently). She will also be supporting the PCN team to promote better health care for the patients which in turn will do positive things for our own surgery patients.

CHALLENGES IN LAST 6 MONTHS

Sangeeta explained that the last 6 months have not been short of challenges in the surgery. There was the polio vaccine programme and we successfully managed to vaccinate the majority of our eligible children via the nursing team. We then got hit near Christmas with the Strep A situation and were inundated with patients booking in for their children due to the scare. We took on the opportunity to hire some locum doctors to work with the regular GPs on some days over Christmas to ensure enough appointments were available for this cohort of patients and meet the excessive demands successfully.

ACCESS

Sangeeta discussed the important of patient access as a project in the community and with our PCN and would like to do another patient survey to gauge how accessible our services are to patients and how much they know about what we offer. She is going to do a quick google survey and will share this with the members for any advice or alterations before sending this out to the patients. In general, the members commented on the fact that there have been no problems with access to the surgery for GP or other appointments and praised the surgery for ensuring patients are seen in a timely manner.

AOB

JL asked about the phlebotomy courier service and whether she could leave a swab requested by the hospital at the surgery. Dr Mendes advised that this is ok as we have a collection by the courier that goes to the Imperial hospitals anyway. Sangeeta also confirmed that we have two pick up slots on three days a week at 11 and one at 14.30 so the couriers are at hand to collect samples.

The members commented on how well the team has been running at the surgery and what a great service is being provided by all at Bedford Park and Sangeeta and Dr Mendes thanked them and assured that this will be shared with the team.