

## **MEETING MINUTES FOR PPG**

**Friday 5 April 2024 @ 17.30**

### **Attendees:**

Sangeeta Kathuria (chair)

Moira Black

Robert Gurd

David Jenkins

Owen Grainger

Sarah Evander

Ann Smith

Jill Morris

Jean Rowe

Roisin Holden

### **Apologies**

Robin Carlyle

Dr Mendes da Costa

## **MEDICINES SHORTAGE TO WEBSITE**

SK discussed the issues of trying to put up the messages of drug shortages on the website. She has spoken to the Medicines management lead in the PCN who is going to see if she can share a link to a landing page with drug shortages for us to use. However to date, nothing has transpired of this so SK is going to try and upload a page and manage this herself.

## **PATIENT ACCESS - SAME DAY**

SK discussed the "same day access" scheme and the plans that were put in place within Ealing for practices to work with a hub center who will be seeing urgent on the day patients, while the surgery GPs will see patients with more long term conditions. This was proposed by the ICB in order to provide same day access to all the patients in Ealing if they cannot see their GP. However, the down side to this would be asking patients to go to a hub somewhere in Acton or Ealing to see a GP who is not part of the practice. These plans have been put on hold since March as no patient feedback was collated, nor was the estates and patient safety reviewed. This may come back in the form of a different model and when this happens, SK will ask the PPG to support the shaping of this as will other practices in the PCN. The flaws in the model will be looked into by the CCG and management team and relayed to the practices in 24 / 25.

## **PODCAST**

SK suggested the use of a podcast to try and trying to relay information about services etc to the population. However, there were concerns on who would listen and how frequent would this be. SK is now looking at doing short "you tube" videos and adding them to the website to support patients about the practice services.

## **PRESCRIPTION REQUEST VIA AIRMID**

MB asked if we can look at asking system one about the app and how to request a medication that needs a review from the clinician. Currently if a medication needs to be reviewed it is not listed on airmid and a patient cannot request a review to be done. Instead they are having to email the surgery. SK has asked system one to see if this can be changed and has put in a request. So far there has been no feedback on this.

## **CQC VISIT**

SK discussed that the report was due for the visit in October. Since the meeting, the report has been published and can be read on the website. The link will be shared too. The surgery did very well in all areas but fell short in some areas of medicines and prescribing. This has however, since the visit, been addressed and reviewed. We will wait now for the next review where they will advise if all actions have been completed and alter the rating.

## **AOB**

- Discussed how to get more people on the PPG, maybe a younger representation
- Discussed on having a surgery patient survey
- A question was asked about locum GPs. SK clarified that we have one regular locum Dr Stutters who works Wednesday afternoons for us along with Drs Hornibrook and Mendes da Costa.

Next meeting – TBC