Marlowe Park Medical Centre

**Patient Participation Group**

19.08.2021

Meeting Location: Zoom call

**Agenda/meeting minutes**

 **Chair: Elaine Watson- absent**

**Practice representative: Dr Mukherjee Subhro – GP, Team leader – Julia Bishenden**

**PPG -Jeanette Gyasi, Lesley Rodmell ,Eileen Rodmell,**

**Appologies Victor Ogunymi , Maryellen Guttridge,Victoria Burniside, Richard Tidy,**

**Welcome and introductions**

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| Apologies: | Victor Ogunymi , Maryellen Guttridge,Victoria Burniside, Richard Tidy, |  |
| Staff Update  |  | Welcome our PPG Team leader Julia Bishenden PM &GP gave a short introduction, included a brief discussion of new set up at surgery. New doctors: DR Mukherjee Subhro-partner,Dr Vinay Uppal-partner,Dr Khan Cloud-salary GP,Dr Proenca Tetyana-locum GP, Dr Adenike Akinomolayan-Locum GPInformed PPG on doctors’ schedules Clinical staff: Physio-consultant (on Thursdays) -Padmin Sharma Mental health staff (physical checks for patients with severe mental health illness)- Jaiyeola AdelakunPCN pharmacist – GaffarAbdulSocial prescriber- Lonergan Angie, Kenyon SaraNew Receptionist and safeguarding lead – Michelle FieldsendHidden Team/Back office: Chowdhury Ahmed – supervisor, Paszkowska Eva- PCCHealth care assistance – Kusonika Romuald |
| Service Update  |  Variety of appointments Immunization Surgery working with othersHub Availability Pharmacy scheme for minor illnesses BP and ECG to be done in-house according to priorityUltrasound services | Les finds the system to be good and asks whether over the next six months telephone consultations will be held. Dr Mukherjee says that there is a role for both, and it is dependent on the nature of the problem. Jeanette says that it is a good idea for both types of consultation to be offered because sometimes people have difficulty with understanding, depending on their language skills. Jeanette asking about how the surgery is coping with childhood immunisation. Dr Mukherjee informs all about the system in place. Immunisation in general is up to date and is a priority. Information given to PPG about flu jabs. Surgery is working more closely with others in the area and sharing clinical staff. Information shared with PPG about this. Can offer an appointment in a hub if there is no space in surgery. Informed the PPG about the pharmacy scheme, that if a prescription is needed, they can receive support on the day.Informed the PPG about 24-hour BP and ECG, to be offered in a few weeks. Informed the PPG about ultrasound services. Ultrasound comes to the surgery if needed. Quicker than existing services. Used more and more. |
| How do people find it?  | Experience at the surgery | Eileen has not had much contact with the surgery over the last couple of years. Les says that it has been a good experience, and expresses favour of phone consultationsJeanette has not had a lot of interactions as her children are older now, but has heard good things from others, suggesting that things are improving.Amount of complaints decreasing, telephone system has gotten better, doctors take real time and care to understand the patients. |
| Flu Plan |  General CohortAdditional CohortFlu clinic | Talked of timed appointments, eligibility criteria, discussed new guide lines to include household members who are also patients at our surgery to receive flu vaccination free of charge.GP discussed process to include who will administer, the fact that 30% more are eligible this year equating to an extra 90 million people in total.  |
| Next Steps | How to keep patients in the know? How to engage with PPG more proactively? | Website to be constantly updated. PPG agrees that webpage is more appropriate than social media pages for clear sign posts and information. Eileen suggests putting a stamp on prescriptions with the webpage address. Les and Eileen both suggest a newsletter to inform patients about updates. Les suggests that adding a webpage link to all of the texts from the surgery at the bottom. Making the meeting every three months instead of every six months. Organising a PPG meeting once a month in person, with Les (officially the chair) attending.Next formal meeting in November, and informal meeting in September.  |
| Next meeting |  | End of November TBC |

**List of Patient attended the PPG meeting:**

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| **Name** | **e-mail address** |
| **Jeanette Gyasi,** |  |
| **Lesley Rodmell** |  |
| **Eileen Rodmell,** |  |
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