

Shirland Medical

PPG Meeting 24th May 2023

In Attendance:

From the Practice:

Practice Manager

Andrew White AW

Associate Practice Manager

Salma Moussati SM

GP Partner

Dr Samantha Sanghera

Patient Guests:

SMO

PC

MO

SB

JF

JC

MH

MT

LR

Apologies:

HL

CN

The meeting started at 5.00pm

WELCOME AND INTRODUCTIONS

Salma introduced herself and Andrew to the group and thanked them for coming and explained the purpose of the PPG meeting. Which is an opportunity for patients and the practice to engage regarding practice developments and new services and to gain feedback from patients.

MINUTES OF THE LAST MEETING

PC seconded the minutes from the previous PPG meeting and there were no actions

Practice Update

New Staff:

The management team were happy to inform the group that Health Care Assistant Danella joined the practice in May and Dr Perera would be joining in June. Dr Sanghera said she had worked with both previously and said they would be great additions to the team as they shared our work ethos.

Additional space:

The practice has acquired 2 clinical rooms which will enable us to offer additional services in house i.e. ECG's and ABPM's for which up until now patients were referred elsewhere. This will cut down on waiting times for these services and will streamline patient healthcare resulting in faster turnaround for results.

Reinforcing Catchment Area

Due to good feedback on NHS Choices and Google Reviews the practice is experiencing a high number of new patient registration applications. Due to this high demand we have to prioritise patients living within our local community. To facilitate this, we are now having to reinforce our catchment area policy and this will mean that we do not register patients outside of the catchment area. We may also as part of our list maintenance ask patients living outside of the catchment area to register with a local GP. Due to patients being registered in other boroughs there can cause cross border issues when referring to community services. This is another reason why it is beneficial for the patient to be registered in their local community. This was discussed with the group with the majority agreeing this was a necessary step to allow the practice to prioritise serving its local community.

Practice Facilities

SM mentioned the toilet facilities need refurbishing. The practice has been asking for the toilet facilities to be refurbished since we moved into the building in January 2021. The group was asked for their support in the way of letters and emails.

New Practice Website

The group notified about the new practice website and asked for feedback.

JF raised the issue that she was only able to book a telephone appointment online and not a face to face appointment.

Action: AW & SM to look into this. Following the meeting this has been looked into and this facility is now available online.

Practice Survey

The group was given the 2022 patient survey to review and were asked if there were any questions that should be added or removed.

Everyone thought the questionnaire was comprehensive and no changes to be made.

AOB

Practice mask wearing

AW asked if they thought it was a good idea to add a reminder on the telephone introduction message that if patients are experiencing cough or cold symptoms to please wear a mask to the practice.

The majority of the group thought this was a good idea.

Action completed: the telephone introduction message has now been updated.

Pharmacist issues

LR – 3 monthly prescription initiated by the GP wasn't reissued when booked with the pharmacist, LR had to have another appointment with GP for this medication to be issued for 3 months.

PC eye drops taken off repeat, also some medications are taken off without notice PC to provide us with examples

Dr Sanghera advised the group that the pharmacists were not directly employed by the practice and if they experience any issues with them to please contact the practice who will look into the issue. Dr Sanghera also informed the group that there are strict guidelines set by NHE England on what the practice can and cannot prescribe. Some medications are available over the counter and the practice is penalised by NHS England if we prescribe these medications.

Feedback

Positive feedback was received from the group about the doctors and reception staff.

Open age

MO informed the group about Open Age which is a local service providing a variety of activities, MO has found this service invaluable and wanted to make local residents aware of the service. Further details can be found on the link below. MO said she would also drop in some leaflets or poster to the practice.

<https://www.openage.org.uk/centres-and-hubs>

SOFA Singers

JF informed the group about SOFA Singers who has had been with since the beginning of lockdown. They are a group who an online group who meet weekly to learn and sing songs. Please see link below for further details

<https://www.thesofasingers.com/>