

NORTH STREET MEDICAL CARE

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Tel: 01708 629733

Chadwell Heath site: Chadwell Heath Health Centre
Ashton Gardens, Chadwell Heath, Romford RM6 6RT
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Patients Participation Group (PPG) Meeting

Minutes of meeting held on Friday, 17th February 2023 1:30pm – 2:30pm

Present: Dr D Sura (DS) - GP Partner, Dr S Symon (SS) – GP Partner, Susanne Bauer (SB) – Practice Manager, Aaron Fernandes (AF)– Deputy Practice Manager, Janani Raveenthiran (JR) – Registrar, Aron Thevathasan (AT) – Registrar, Temilayo Situ (TS) – Registrar, Sabrina Ahmed (SA) – Registrar, Nafisha Tasmin (NT) – Registrar, Rayasha Merchant (RM) - Registrar, 16 members of the PPG (Names cannot be published, but the surgery has the names of the attendees) and 2 apologies.	
1. Welcome Dr Sura (DS), Dr Symon (SS), Susanne Bauer (SB) and Aaron Fernandes (AF) and the 6 registrars introduced themselves. SB welcomed the PPG members to the meeting. SB discussed minutes of last meeting held on the 17 th October 2022 and asked the group if they had any questions.	Action
2. Complaints, comments and review summary Between October 2022 and February 2023, the surgery received 14 complaints. 2 were about appointments, 1 about appointment availability/length, 3 about care planning, 1 about confidentiality, 2 about follow up care, 1 about removal from list, 1 about misdiagnosis, 1 was about waiting time for appointments, 2 about staff attitude. We discussed some of the areas the complaints were related to and the group had questions about care planning – AF advised that this was related to patients care and that if they have multiple issues, then this could be addressed by offering a double appointment. - AF gave an update on the accolades received between October 2022 & February 2023.	
3. Update from NSMC - Staff update DS mentioned we have 2 salaried GP's; Dr Fatima Jaffar started in October 22 currently working all day on Monday, Tuesday & Friday, and Dr Tasnuba Subhani started in December 22 currently working Wednesday AM and all day Thursday & Friday. We also have a full time nurse Georgina Abraham started in November 22. She is currently training twice a week for 6 months to gain more qualifications. DS gave an update on the new ST3's and trainees. Our medical secretary – Jean church completed 25 years in the surgery. One of reception staff - Vicky Grayson has been recently promoted to Medical Secretary. - DS also mentioned that we are in the process of gaining 2 additional consulting rooms at our branch site - Ashton Gardens. - Over the door heater has been installed in the NS waiting are to help retain the heat as the doors are opened constantly.	SB / AF/PPG
4. Information about Marshall's Primary Care Network (PCN) - SS gave an update about the PCN – We are in a network with 2 other practices which has an overall list size of 45,000 patients. We have 2 Clinical Directors (CD) and recently a network manager was appointed as the workload was increasing. - The PCN contract allows for funding of additional staff which include clinical pharmacists, pharmacy technicians, support pharmacists, dieticians and social prescribers - who can give advice on non-medical services. - We also have health & wellbeing coaches who currently work remotely and help patients with managing their LTC (long term conditions). - We also have mental health practitioners who act as a contact between primary care and secondary care. - SS gave an update of the projects in the pipeline which include:	SS

<ul style="list-style-type: none"> - Project for high blood pressure working alongside a company called Omron who will develop an app where patients can upload their BP readings and it can then be sent to their respective GP surgeries to action. - A temporary project for nurses to visit patients discharged from hospital. - Extended Access – In October 2022 the contract for extended access changed to “enhanced access” as the total appoints needed to be doubled up. 50% of the extended access was provided on a Saturday by the surgery and the other 50% was carried out at Raphael's House which included telephone and face-to-face appointments. - A new online booking system to improve the current booking system which has a few issues. - There was a question from one of the members regarding Mental Health (MH) – SS gave a brief overview of MH and how it impacted everyone during COVID. DS also briefly gave an update about the different spectrums of MH. 	
<p>5. Annual Practice Patient Survey 2023 – PPG Suggestions</p> <ul style="list-style-type: none"> - One of the members suggested that if patients without mobile phones can be sent a letter for the survey. - The PPG is encouraged to submit any suggestions for the next survey to nelondonicb.nsmc@nhs.net 	PPG
<p>6. AOB</p> <ul style="list-style-type: none"> - DS gave an update on the NHS app and that patients can book appointments and request medication via the app. - Any members who would like to chair the next meeting. DS suggested we can set up an email for any queries from patients. - To train a member of the reception team to understand sign language 	PPG/ Surgery to action

Next meeting date to be advised.