**AMWELL GROUP PRACTICE**

**PATIENT PARTICIPATION GROUP.**

**Minutes of a Meeting held on 12th July 2023 at 4 Naoroji Street**

**Present:** Gillian Brown, Nuala Hammond-Norris, Natalie Norouzy, Andrew Paul (Chair), Sagi Burton, Sonia Lovett, Darian Mitchell, Adrian Dicks, Jamie Dicks, Sonia Hehir (Admin Manager), Dr David Daviess

**1. Apologies:** Militsa Towner, Geoffrey Milton.

**2. Social Prescribing.**

Ruby Andrews had been asked to attend the meeting to talk to the group about social prescribing. Ruby belongs to a group of social prescribers who are employed by Age UK and work across Central and South Islington. They are based in GP practices and act as a kind of social services for the NHS. They are not social workers and have no statutory powers, but do take on an enormous variety of work, helping people with their finances, housing, mental well being, leisure activities, social contact etc. They act as advocates, advisors, referrers, but are not involved in medicine or therapy. Through Age UK they have a wide knowledge of services and facilities available to people in the area. Patients are mainly referred by GPs, but can be referred by pharmacists and paramedics, they can also refer themselves. As word has got round the patients, Ruby has got busier. They deal with their clients face to face and will do home visits. They are expected to make contact within 5 days of a referral, and are discouraged from holding a case for longer than 6 weeks, unless they need to conclude a piece of work. Anyone can be referred with any problem and the social prescriber will make an assessment and either deal with it themselves or refer them to a more appropriate person or agency.

**3. Patient Survey**

There have been 48 responses so far. Militsa has manged to do a number of sessions which she found useful and interesting, mainly helping people who would not have otherwise filled in the form. The survey will close at the end of July and Sag, Nuala and Geoffrey will do at least one session before then. It is a useful exercise in raising the profile of the PPG.

**4. Website**

Feedback from the group is that the website is easier to use than the last one and better designed. E-consult is not perfect and some people prefer talking to a real person anyway, but improvements are being made all the time. The Amwell Practice don’t want all contact with their patients to be digital. The group asked that a link to the PPG be put on the website, and a photo of us all, showing that we are a diverse selection of people.

**5. PPG Admin.**

Sonia said that she hasn’t yet contacted the PPG virtual email group, but will do so. She will also set up an email address for the PPG using NHS.net. Andrew said that he was contacting other local PPGs to find out what they were doing, and whether he could pick up any good ideas.

**6. Notice Board and Waiting Room**

Darian said that she had looked at the notice board. It was in a position where no one was likely to see it, and it had some very uninteresting out of date documents pinned to it. It clearly needed redesigning. Dr Davis said that if the board was redesigned they would find a better place for it. Darian also said that there were seven notice boards in the waiting room containing a lot of interesting well designed posters, but it was all rather overwhelming. Sonia replied that NHS England expected the practice to put up all the leaflets it was sent so that there was information for the patients on all relevant topics. The group was asked what they thought of the plastic screens at the reception desk. There were mixed views from understanding the need for them and feeling they offered safety from germs and viruses, to not having a view, to not liking them at all. A request was made for the magazines to come back which was granted.

**7. Christmas Dinner**

A date was set for 23rd November with the Union Tavern as being a possible venue. Any other suggestions welcome.

**8. The Date of the Next Meeting**

The date of the next meeting was set for Wednesday 13th September 2023 at 6.00 at 4 Naoroji Street.

**Actions:**

Darian to organise the redesigning of he Notice Board.

Andrew to invite the Practice Physiotherapist to the next meeting

Nuala, Geoffrey and Sag to help promote the survey for at least one session.

Sonia to set up an email for the group and a link to the website.

Sonia to contact the virtual PPG.