

**Notes from the SCP Patient Group Meeting  
Held on Wednesday, 18<sup>th</sup>, May, 2022  
via Zoom Online Conferencing**

**Welcome and Introductions**

There were 6 attendees, including Hannah Matheson, Operations Manager, Jenni Rodgers, Chair, Val and Maria Newey, vice-chairs,

5 apologies were received

**Next Patient Group Zoom Meeting** will be held on Wednesday, 15<sup>th</sup> June, 2022 at 10am

**Notes from the last meeting** were read and approved.

**Chair's Report**

The good news is that the practice website now has the facility for publishing news from the Patient Group and the minutes of our PG meetings.

**Practice Report from Hannah**

The practice social prescribers and care coordinators, together with a new wellbeing coach have been working successfully to help patients sorting out hospital appointments and visits, plus discussing other topics relating to their particular health issues. The practice is currently recruiting for a new nurse and a member of staff responsible for IT and technical support.

The practice is now thinking about looking at the 40-60 year old age group and seeing how to prevent them from getting seriously ill.

There should be a new mums and baby monthly coffee morning trialling soon as they might need some support after being isolated during the pandemic. Also, looking at how to create more support groups in other areas of health and well being.

It was mentioned that one patient with a BMI of over 30 has been referred to Slimming World with a free 6-week voucher.

The CCG's five year forward plan includes helping patients become more digitally aware, so the practice might try to set up technical support groups to help with IT and NHS apps

There is a lot of work being done within the PCN with continued sharing of services as occurred during the covid pandemic, but still keeping the autonomy for individual practices.

Copes' online system went down for a week which caused delays in the processing of prescriptions and they have apologised for any frustrations this might have caused.

## **AOB**

One patient said how good the Pulmonary Rehab service was at King's College Hospital which had encouraged her to join a gym and continue with her exercises. This was unfortunately stopped during the lock down but on advice from the practice nurse the exercises became available online.

It was mentioned that it would be good to be able to access a quick 'general queries' page on the practice website instead of having to write an email which then takes a couple of days for a GP to answer.

One member found that the practice website was a very easy way to order repeat prescriptions.

A question was asked about the results of some research that was done to find out which NHS Apps were the best ones. Chair will investigate.

Chair has received a patient query as to how urgent - as opposed to routine - appointments were dealt with. Hannah explained that **all** appt requests were triaged in the same way after the initial phone call.... and then assessed as to how urgent or not they were. In other words, a patient can't ask for an appointment in a weeks' time – this has to be decided on the day of request. Online bookings tend to be for routine appts.

A question was asked about how many days the practice pharmacist worked - and the answer is every day except Thursdays.

And finally, the building work in Baldry Gardens hasn't yet started.

Chair thanked all those for attending and the meeting closed at 10.30am.

**The next PG meeting will be on June 15th**