

Notes from the SCP Patient Group Meeting Held on Wednesday, 19th October, 2022 via Zoom Online Conferencing

Welcome and Introductions

There were 7 attendees, including Hannah Matheson, Operations Manager, Jenni Rodgers, Chair, Val and Maria Newey, vice-chairs,

3 apologies were received

Next Patient Group Zoom Meeting will be held on Wednesday, 23rd November, 2022 at 10am

Notes from the last meeting were read and approved.

Matters Arising

The phones are now being operated by all members of staff from 8 – 9.30am and this system is proving to be very successful in coping with the heavy demand at that time.

Chair's Report

The refurbishment work in Baldry Gardens has still not started which has meant a very long time without Health Education mornings being offered to patients due to the strict covid restrictions.. Hannah would also like to add that all practice staff are equally disappointed and frustrated at this long delay, particularly as there are now quite a few extra staff members to find space for.

Chair enquired about how the PG information is posted on the Practice website. Hannah said there is a new Practice Administrator who will be responsible for this and all other IT issues and Chair will be introduced.

Practice Report from Hannah

The practice is busy doing the flu vaccinations and patients are going to places such as Copes to get their COVID vaccinations

There are also polio vaccinations available for children via the practice and the Federation..

A question was raised about whether covid was increasing as you couldn't send in results from the free testing equipment. One member suggested downloading the Zoe App which records up-to-date information. <https://joinzoe.com/learn/category/covid>

Hannah explained that the coffee morning for patients within the 40-60 age group had to be

cancelled due to the Queen's death but another one is planned for the Spring.

The practice will compile a list of emergency phone numbers and contacts for patients who experience serious problems with finance and heating etc during the coming winter. Chair will also contact the Lambeth Community Connectors to collate other useful information. All information will then be put into a text link and sent to all patients.

AOB

There has been some good practice feedback which will be forwarded to Chair and then circulated to PG members.

The meeting closed at 10.20am and Chair thanked Hannah and all those who attended.

The next meeting will be

November 23rd, 2022

These notes were compiled and published October 19th, 2022