

Notes from the SCP Patient Group Meeting Held on Wednesday, 17th April, 2024 At 10am via Zoom Online Conferencing

Welcome and Introductions

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

No apologies were received.

Notes from the last meeting were read and approved.

Next Patient Group Zoom Meeting will be held on Wednesday, 15th May, **at 10am**

Chair's Report

Chair attended a Primary Care Network meeting on March 26th where an achievement report was given by the outgoing lead Dr Emma Rowley-Conwy before Dr Haque takes over. The main overview was that all Patient Groups were needed to help get important new NHS information and digital awareness - possibly using Facebook - out to patients. Chair will try to promote more interactive events for this and other health issues in Baldry Gardens in the future. Texts are now being sent out reminding people about their covid vaccinations.

Chair has been contacted by an organisation called Partners with People promoting the [Home - Health Innovation Network](#) which uses patient experiences to enable continuous learning in health and wellbeing. Their newsletter will be circulated under separate cover.

Practice Management report from Hannah Matheson

Generally, the practice is reaching their digital targets and have an iPad installed in the waiting room which patients can use and ask for support with if necessary. Patients will also be asked if they would like to have some group technical support with either staff or volunteers.

The Friends and Family survey data for March was: 80% very good and good, 8% neither good nor poor, 0 don't know, 4% Poor, 8% very poor.

AOB

One patient reported that they'd been referred by King's for 30 weeks of Strength and Balance classes at the Streatham Leisure Centre and was extremely pleased that these classes are now so local. It was mentioned that these classes may also be available at the Whittington and other Centres which clinicians don't always know about.

Another patient recommended a couple of very good booklets on diabetes and Hannah will order some to put in the waiting room.

The builders have now started work in Baldry Gardens and could be finished by August. It was agreed that we should request face to face PG meetings to be held in the new building.

The date of the next meeting will be on Wednesday. 15th May, at 10am

These notes were compiled and published on 17th April, 2024