

NORTH STREET MEDICAL CARE

Romford site: 274 North Street, Romford RM1 4QJ
Tel: 01708 629733

Chadwell Heath site: Chadwell Heath Health Centre
Ashton Gardens, Chadwell Heath, Romford RM6 6RT
Tel: 01708 629733



Patients Participation Group (PPG) Meeting

Minutes of meeting held on Friday 24th January at 14:15 hrs

<p>Present: Dr D Sura (DS) - GP Partner, Susanne Bauer (SB) – Practice Manager, Aaron Fernandes (AF)– Operations Manager, 7 members of the PPG (Names cannot be published, but the surgery has the names of the attendees).</p> <p>Partially attended: Karen Watson (KW) – PCN Care-Coordinator, Niamh Leech (NL) PCN Care-Coordinator.</p> <p>Minutes Lilie-Mae Smith.</p>	
<p>Welcome</p> <p>Dr Sura (DS), Susanne Bauer (SB) and Aaron Fernandes (AF) Lauren Goddard (LG) PPG members introduced themselves. SB welcomed the PPG members to the meeting.</p>	Action
<p>Complaints, comments, and review summary</p> <p>Between November 2024 to January 2025, the surgery received 11 complaints. 2 Clinical treatment, 1 Communications, 3 Confidentiality, 1 Follow-up care and 4 Prescription issues.</p> <ul style="list-style-type: none">- AF completed a brief update of complaints to PPG members, also mentioned positive feedback from patients.- SB noted that on occasions patients with complaints have been invited to have a face-to-face meeting. Patients often do this as they find it helpful.- PPG questioned how staff complaints about patients are dealt with. SB & AF explained that any hostile behaviour is not tolerated, they are given warnings and if essential, they are removed from the surgery.	AF
<p>Update from NSMC – Dr Sura</p> <ul style="list-style-type: none">- DS noted that our monthly fruit and dress down days raised a total of £278.94 for our local mental health charity, Mind. We have continued this practice, but we are now donating to Saint Francis Hospice, from November 2024 we have already raised £98.05.- DS also noted that our staff bake-off raised a £220.25 donation for Macmillan.- Current trainees (Hussein and Hamza) finish this February. Hussein will be coming back in 3 months. New trainees are starting in February.- Our first trainee Nurse will be starting in February.- There has been a change in management roles. Commencing from February, our previous senior receptionist, Kelley Smith, will now be our reception manager. Our previous reception manager, Tina Davis, will now be our Compliance and HR Administration manager.- Liz Haskew who has worked at NSMC for 31 years is now leaving end of January.- The surgery ran flu clinics, they are now finished but flu vaccine appointments are still available. PPG congratulated the surgery on how well run and efficient they were, patients seemed very happy with the service. Thank you to one of our PPG members who assisted with the flu clinic.	DS/AF/SB

<ul style="list-style-type: none"> - PPG questioned whether there were covid clinics. DS informed them that covid vaccines are provided to care home and housebound patients. - DS - Adjustments to parking; car park island changed, and markings are clearer. A camera system has been put in place, patients will be required to register their vehicle. This is to help prevent any unauthorised parking. AF explained that we are currently having issues with the check-in screen for vehicles, once this has been amended the car registration service will begin. - PPG agreed that this is very beneficial and that the signage in the car park has already made the car park more accessible. - A member of the PPG advised that he is a chairman of the Met police for Havering, we can contact him if we need assistance with regulating parking. - DS informed PPG that we have purchased more property and will be expanding. - From February, Health share will be joining us and holding scan clinics. - DS mentioned new label printers and staff ID entry cards. 	
<p>PCN Care-Coordiators – PCN PPG</p> <ul style="list-style-type: none"> - Care-coordinators Karen Watson and Niamh Leech introduced themselves; they work for Marshalls PCN, their job is to support 3 surgeries (NSMC, New Medical Centre and Western Road). - KW would like to recruit for the PCN PPG board. This would involve attending meetings and providing feedback. - NL explained that their latest projects has been holding weight management events in which selected patients are invited to attend to help prevents weight related medical conditions. - A member of the PPG volunteered, SB informed that she would pass on their email to KW and NL. 	KW, NL, SB
<p>New phone system feedback from PPG</p> <ul style="list-style-type: none"> - SB confirmed that a new phone system has been put in place. - AF explained that if you are in the queue above 10, you will be provided with an option to wait or to go on callback list. This keeps your place in the queue and automatically gives you a call back. - SB further explained that if a patient misses 2 call backs, then a message is sent to the patient with a link. The link puts the patient back to priority. - PPG very impressed with the new system and find it very useful. 	SB/AF
<p>NHS App</p> <ul style="list-style-type: none"> - SB explained that the app is very useful, patients can order repeat prescriptions via the app. - DS added that this can help eliminate communication errors with the chemist when ordering repeat prescriptions, more effective. - DS also mentioned that we are restricted on sending text messages due to the cost. Instead, emails are sent to patients, or they can be sent via the NHS app. - The NHS app also enables you to track prescriptions. - SB explained that on the NHS app you can see all your details and consultations. You can also book appointments. - SB informed PPG can attend training sessions for the NHS app at the Romford Library. 	SB/AF

<p>AOB</p> <ul style="list-style-type: none"> - PPG asked whether we have paramedics. DS confirmed that we do have Advanced clinical paramedics, they are under supervision of doctors, and some can prescribe. We also have some physician associates too, they will be mainly dealing with day-to-day appointments, more complexed issues will be dealt with by the doctors. - PPG raised concerns about Rise Park Chemist, they over ordered medication causing the doctor to think that medical problem was not being controlled. DS explained that it is difficult because it is out of our control as they are a standalone chemist, advised PPG member to provide feedback to the chemist. AF informed PPG that the surgery has previously complained and keeping a record of concerns raised about chemist. SB advised that she provide PPG member the Rise Park Chemist email so that she can send feedback. - PPG questioned why routine appointments have a long interval in-between. - AF advised that this concern has already been discussed with the reception manager, a meeting will be made about this to help stagger routine appointments better. - PPG member said that there has been lots of positive feedback online. People have been recommending the surgery. 	<p>SB/AF</p>
--	--------------

Meeting concluded 15:15

Next meeting date to be advised.