

South Norwood Hill Medical Centre

Minutes of PPG Meeting held on 28th April 2025

1) Members present

Julie C (Chair), Pauline S, Dr J Ojo, Dr I Ojo (Additionally Practice Manager), Dave J, Grace R, Olga M, Chris W, Mustafa E.

2) Apologies for Absence

There were none

3) Matters arising from previous meeting 20th January 2025

CQC: awaiting notification of visit. Other local practices had been visited

PPG recruitment: still exploring ways of attracting younger people to the PPG to make it more representative of the population of Croydon

New Website: is up and running and the practice is looking to move more aspects of the services offered online

Staffing: mergers between local practices will offer greater flexibility in terms of sharing staff. The practice is also using apprenticeship schemes to recruit and retain staff.

4) PPG recruitment

An open event is scheduled for 12th July at the surgery

5) Appointments

Triage system is working well in directing patients to the most appropriate route of care. Patients are being encouraged to use the NHS app to book future appointments

6) Vaccinations

Spring boosters: invitations have been sent to target patients for a COVID booster

7) Food inequalities

A paper had been circulated. The relationship between nutrition and children's wellbeing and academic attainment was noted.

8) Cancer Awareness

No longer planning to pursue this important aspect the care that the practice offers to patients. Hospital referrals were being categorised according to perceived urgency: emergency eg heart attacks with referrals to A and E; urgent eg cancer referrals- patients to be seen within 2 weeks; routine referrals such as hip replacements. Referrals are completed electronically which enabled GPs to track progress

9) **AOB**

Dr J Ojo was concerned to respond to patients instinctively around matters such as prostate cancer. He offered a case study an incident of a younger man who would ordinarily fail to be in the group of people who are routinely screened. Black men are at higher risk of developing prostate cancer. South Asian communities show a higher incidence of diabetes

Concerns were raised about an incident in which a member of reception staff failed to respond to a patient in a sensitive and respectful manner.

Staff meetings routinely addressed such matters including how to respond to elderly patients who may struggle to express their needs. This is germane to CPD programs in place. An attempt to rationalise the 2 week cut off for appointments was discussed. Essentially patients demonstrated a high level of NDAs when appointments were booked too far in advance. Additionally the practice continues to encourage patients to seek advice from the local pharmacy with regards to minor ailments and consider appointments with other healthcare professionals other than doctors. This frees up the time of GPs to deal with more urgent matters

Facilities offered at South Norwood lake that support older patients to keep both physical and mental health intact was a resource that could be made better use of. An example was given of a long standing patient who had found the facility very beneficial. Anyone over 55 could use this facility on their doorstep

10) **Date and time of next meeting:**

Monday, 7th July 2025 at 5pm