

MINUTES OF THE PPPG MEETING HELD ON 2<sup>ND</sup> OCTOBER 2024 IN BEULAH WING  
COMMENCING 6.00 P.M.

Present:

Mukesh Patel – Chair  
Raj Rajendran – Vice Chair  
Brian Dickens – Group Operations Manager  
Mary Jean-Charles – Secretary  
Roni St. Ange -Committee Member  
Ayaz Ahmad – Committee Member

1. Apologies

Pravin Kapadia, Agnelo Fernandes, Teresa Chapman, Alan Mills, Shagufta Shaikh, Michael Collins.

2. Flu Vaccine Update for the Elderly

The flu and Covid vaccine will be combined. Two clinics held on Saturdays 5<sup>th</sup> and 12<sup>th</sup> October 2024. Anyone in the healthcare setting can obtain boosters. The Covid vaccine will focus on the over 75s and be administered at Beulah site and the Flu vaccine, at the Parchmore site. There will be walk-in sessions. A lot of patients have signed up for the Covid vaccine and it is believed when others come in for the flu vaccine, they will want the Covid one at the same time.

This year, pharmacies have not been given their quota of vaccines long before GP surgeries. The Covid and flu vaccines cannot be given before the 3<sup>rd</sup> October 2024, by pharmacies and GP surgeries. The team will be led by Joe for the Covid vaccine received, a couple of weeks ago. Text messages have been sent out. RSV - Letters and text have already been sent out to patients over 75-79, pregnant women and those living immunised suppressant. We have enough flu vaccines. The surgery has allocations for Covid and flu vaccines.

Patients who are registered housebound will be given both the flu and covid vaccinations at home. District Community Nurses will arrange this.

Q. When doctors leave the practice can this information be put on the website and it be updated?

A A response will be fed back to the PPG. Details of entire PMC team is already on the website. Brian is the Operational Manager for Parchmore and Haling Park. Roni is one of the Service Leads for Parchmore.

3. Update on the work of PMC

Staff changes: Most GPs do not want to leave this practice.

Not all GP surgeries have non-GP partners. This depends on how their partnership is made up, The majority, 99% of partners in the surgery are GPs. The PPG does not make decisions as to who will be partners in the surgery. The partners are the ones to make the decision as to who they want in their partnership. The PPG could be informed.

Dr. Symington had been here for 15 years.

Q. When doctors leave could this be put on the website?

A It is not usually put on the website.

This difficult since not everyone wants such information to be widespread. This point will be taken up.

Dr. Fletcher who travelled all the way from Dorking has left. He was excellent and did not want to leave. He had a lot of family pressure.

staff and patients. She appreciated her time here. Some of the new doctors already been seen by PPG members.

Photographs of GPs is posted on the PMC website. Hailing Park and Parchmore have joined. The new doctors are very good. They will be at the flu clinic.

Dr. Mbaire loved working here with the Team and patients

#### 4. COVID Spring Boosters

Regular Covid booster will be given on Tuesday mornings or afternoons. They can also be booked on the National Booking Service, commencing from the 8<sup>th</sup> October. This will be regularly reviewed until March. In May this may swap around to mornings – only for Covid.

#### 5. PPG AGM Arrangement

We will hold the AGM at the start of the meeting. Re-election of members. Both the AGM and re-election of members will occur at the same time on 4<sup>th</sup> December 2024 for approximately 1.5 hours.

Standing orders – any amendments or proposals?

#### 6. Proposed 50's plus Community Class

We will talk to Alan and confirm hall for over 50s exercise class. It will be held on a Tuesday when the hall is vacant between 11:00 a.m. and 12 noon. We will pay public liability insurance and instructor for the year, who will be first aid trained. We may not be able to get the big hall. We know prospective candidates who will be happy running the class, that helps to increase socialisation, statins, making new friends. After 6 months this can be reviewed. Nurses can be employed and a doctor. We can get feedback on what people want – covid, mental health, diabetes. People are now managing to live with Covid. A lot of people, especially the elderly does not want any more Covid injections.

Covid is up on the rise.

## 7. Any Other Business

Family and friends -these tables focus on the response received from the questionnaires sent to patients once they have had an appointment. The responses received are good. We are receiving more responses, looking at May, June and July, As opposed to last year, we are not getting a lot regarding poor service. Complaints generally, are going down. The time responses are dealt with differs, accordingly. Generally, verbal complaints are virtually nothing. We have not had any complaints within the last 2 months.

Frontline staff are patient and treat the patients very well. They have the knowledge and we have a good team which is retained. This is not an easy job. This informs us that they enjoy working here. It also allows us to give them the information and experience to signpost.

When a patients comes in, is unhappy and frontline staff is learning it's difficult. Now the team knows their work inside out and can supply patients with the relevant information and options. This is where our strength is now.

The new telephone system is a huge improvement. The call back system makes it easier. It means patients are not hanging on the phone, particularly early in the morning for long periods of time. In addition, more people are using online to communicate with the practice and understand the options available to contact the surgery. Hubs are another option on Tuesday and Thursday evening, and Saturday afternoon. This makes it easier for those who are working.

It's a lot easier to get same day appointments. Sign-in screen is now working.

Screens are much easier. Automatic updated records, mobile numbers can be changed on the system as well. If patients do not have an appointment, every evening after 6.30 pm appointments can be booked for next day. 7 am in the morning are other options given to make appointments.

We are making the advances required. The early care work is working. Every aspect within the surgery is look at, whether it is a task, registration and so for, on a regular hourly and daily basis, the staff are straight on it.

Whilst on holiday, results from blood tests can be given, offering a duty of care to patients. Urgent care is working well. Every aspect on a daily and hourly basis is staff assigned. The service is valuable and improving,. There is more time to focus on other things and that which is important.

Staff are always updated. The content of the feedback in general practice, a negative feedback arises when patients do not understand. In which cases we are not able to make

those changes. In this case we will say, "Thank you for your response. "We have taken on board what you have said and will look to make positive change." Their expectation is not always realistic, since their expectations are not focused on the service provided.

Mary Jean-Charles  
PPG Secretary