**ADELAIDE PATIENT PARTICIPATION GROUP (PPG)**

**Zoom meeting notes Wed 8 March 2023**

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| **Present:**  Belgin Bozsahin (Practice Manager)  Cathy Katz (GP)  Carlie Newman (part)  Hilary Lance (Chair)  Juan Schehtman  Mark Agathangelou  Natasha Leith-Smith  Pam Millard  Vanda Renton | **Not in attendance:**  Bee Thompson  Jamila Heinecke  Michael Fletcher  Pat Callaghan  Sara Katchi  Sheila Rossan |

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| **Item** | **Action** |
| 1. **Attendance** – as above |  | |
| 1. **Practice update**  * **Practice staff update.** Recruiting two new people to frontline staff to replace those who have left. Staff turnover has created a challenge in training new people.   Also recruiting a new salaried GP hopefully for 5-6sessions; plus a needto cover GP maternity leave and a GP sabbatical so looking to employ an additional Physicians Associate.   * **Brief update on new on-line consultation platform.** Adelaide has signed up for “Footfall” a sleeker more modern user-friendly platform. Likely to be operational in six weeks’ time. * **New contractual demands for appointments**   By 15 May new rules should be in place to make it easier to get appointments without e.g. the patient being asked to ring back the next day . Adelaide already has much of this in place . Patients are likely to be asked more questions in order to triage more efficiently. This is referred to as “care navigation” which is different from the role of a “Care Coordinator ”(see item 4) The aim of “care navigation” is also to reduce patients’ use of 111 during surgery hours.. Training for receptionists is planned.  PPG members warmly congratulated the Practice on the current telephone and booking system described as “working well “ and “wonderful”   * **PCN (Primary Care Network)** . Practice Managers (PMs) now meet monthly which enable work to be shared across the five PCN practices: e.g. work on managing Long Term Conditions – lead Belgin; Donna (Keats) lead on standardisation of communication and digital transformation. |  | |
| 1. **GP slot - Members asked about:**  * **Vaccination for shingles.** Offered to older patients up to 70 years of age (beyond that vaccination is judged ineffective) . The nurses have a rolling programme inviting relevant patients in for vaccination. * **Pneumonia jabs.** Also a rolling programme for those aged 65 + for a one-off vaccination. * **Statins.** Prescribed according to a clearly defined risk assessment protocol. * **Diabetes.** All those with diabetes are followed up regularly by a nurse specialist in the Practice. At age 45 plus any patient can request a blood test for diabetes. |  |
| 1. **Members issues**  * PPG keen to **meet face to face**. Consider having hybrid meetings * **Open meetings** to be reinstated – we may be able to use the Roy Shaw centre near the Royal Free. Waiting room with part screened off considered not big enough and uninviting. * **PPG Noticeboard** reinstate. . Natasha offered to take the lead on this in consultation with Hilary and Belgin * **Care Cordinator role:** what are the qualifications?Our Care Coordinator (Chris) worked with Age UK prior to current role**.** The workis mainly with e.g. the housebound and those with complex needs]. Belgin to copy JD to PPG members . * **Recent donation.** This has been spent on new chairs/sinks in the consulting rooms that comply with infection control measures.   PPG asked for their thanks to be conveyed to the s donor | Belgin & Hilary  Belgin & Hilary  Natasha  Belgin  Hilary |
| 1. **Annual patient survey**   Agreed to include all the usual questions for comparative purposes and support given for additional one-off new Q. Suggestions to Hilary | All |
| 1. **Presentations at future PPG meeting**  * PPG meeting: Care Coordinator presentation. Belgin to invite speaker.   CPPEG revised TOR and new context of the work of this group - Mark see also AOB below   * Plan open meeting : topic “ Role and management of Physician Associates (PA) ” Presentations by PA on they work and from a GP on the PAs management supervision and risk management | Belgin  Mark  Belgin & Hilary  Belgin |
| 1. **PCN wide patient engagement**   Hilary is leading work with David and Belgin . | Hilary |
| 1. **AOB**  * **Blood pressure machine in reception.** Some concern about whether it is working properly – patient experience is that it was but patient told by one of the by reception staff it was not. Belgin to check  **Revised context of the work of CPPEG** **Integrated care systems (ICSs)** are partnerships that bring together NHS organisations, local authorities, and others to take collective responsibility for planning services, improving health and reducing inequalities across geographical areas (neighbourhoods) . In Camden the 5 neighbourhoods are based on groups of wards and the foci of the work are on areas that affect the overall health of the citizens/residents.Primary Care Networks (PCNs) focus on delivery of Primary Health Care to the patient populations of groups of GP practices. PCNs are expected to work towards closer integration of health and social care. A request was made for Mark to supply a list of what different relevant acronyms mean. He agreed to see what he could do.  **See also** <https://www.youtube.com/watch?v=blapgFKXv0I> | Belgin  Mark |

**Next meeting Wed 5 July 2023, 12 -1.00 pm**

HL/ May 23