ADELAIDE PATIENT PARTICIPATION GROUP (PPG)

Notes of zoom meeting Wed 6th Sept 2023

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| **Present:** Belgin Bozsahin (Practice Mgr)Carlie NewmanGraham Williams Hilary Lance (Chair) Juan Schehtman Jamila HeineckeMark Agathangelou Natasha Leith-Smith Sheila Rossan Vanda Renton  | **Not in attendance:**Cathy Katz GPBee Thompson Michael Fletcher Pat CallaghanSara Katchi  |

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| **Item** | **Outcome** | **Action** |
| 1.Apologies and introductions  | Attendees as above. Graham was welcomed to his second meeting and members introduced themselves . Pam Millard has resigned due to ill health. Members asked that their best wishes are sent to her . (Done)  | Hilary  |
| 2. Practice Update  | Questions from / feedback to patients* Reinstated **staff photo board**. The board had been ordered and it is expected to be installed early October.
* **Board at entrance to the footway** giving only partners names. Two options were considered :

 i) leave it with just the partners names (with so many staff changes, it is not practical to keep the board up to date with all the doctors’ names)  ii) remove it altogether. Agreed to removal subject to Partner’ agreement.  It was suggested that a “Welcome the Adelaide Medical Centre” be erected, subject to Partners agreement.Attention was drawn to the now untidy Banner about recruiting new patients’ registrations. It was pointed out it is hard to mount this banner tidily due to the slope of the railings. * **Blood pressure machine in reception** . The current faulty machine in the reception area will be removed. A new up to date machine has been ordered and will be delivered shortly. In the short term, only, this will be in the reception area. Belgin and Hilary have located a position in the waiting area which can be screened off to provide privacy . The new machine will be moved as soon as soon as a network point is installed.

As a member pointed out that many people do not realise that they have high blood pressure and it was suggested that there be regular reminders e.g., notes on chairs in the waiting room , encouraging the use the machine. This suggestion was supported. The new machine will enable users to agree to the results being directly linked to their patient record. Update from the Practice : We decided not to put signs on the chairs in the waiting area. We don’t want the patients to leave to get their BPs checks and be late for their apps. We thought when the POD is placed in the waiting area, we will put signs up to remind them* **Notice boards.** Members were asked if anyone would be willing to keep a regular eye on notice boards for e.g. untidy or out of date notices or those badly displayed. Feedback to Belgin [This would be a reinstatement of a role the PPG used to undertake.]

Two members offered to do this.  * **PPG noticeboard** now has basic information and space for notices and update. It also contains links to the PPG pages of the Practice website via a QR code (Dwayne to create) and draws attention to hard copy Information in the “yellow folder” on top of a bookcase in the waiting area.
* While the **glass screen in the reception area** will not be removed [for health and safety reasons], PPG member were asked how easy or difficult, they find communication through the screen. Currently there is one microphone, a bacteria protected communication device and low gaps. It was pointed out effective communication was often difficult and on occasions confidentiality was breached due to the need to raise voices . It was agreed a second microphone would help. It was also suggested that a notice be put up inviting patients to ask the receptionist to come out into the reception area to talk more quietly/privately.

Update from Practice. We are looking to change the screen at the reception to a glass one with a different design; there will be more openings for sound to travel. We are looking for a design that delivers security and ease of communication.* Staffing - update

**GPs**. Dr Jasvir Virdi goes on maternity leave next week.To cover her maternity leave and Dr Karen Miller’s sabbatical, two salaried GPs have been recruited, providing 5 sessions each a week , one of whom is a former registrar who is familiar with the Practice . Two more are being interviewed for an additional post for 4 sessions. This will provide a full GP team. It was confirmed that doctors’ strikes do not affect GPs (so far)  A **new care coordinator** (Olivia , a pharmacist ) has been recruited to the Primary Care Network (PCN) . She will be based at Hampstead Group Practice and will be working with patients in the care homes registered with the Adelaide Practice.**Reception staff** a new full-time receptionist starts soon . **A coder** is being interviewed next shortly.* **Footfall** (new on-line consultation platform) is up and running. Belgin has had no feedback to report yet, but one member of the group found it hard to register and had to ask the admin staff for help to upload documents . Once registered, it is judged (by Belgin & Hilary) to be a user-friendly platform.
* Timing and delivery of **flue and Covid jabs**. These are two separate programmes. Covid jabs have been brought forward to start in September from designated hubs (one is likely to be Roy Shaw Centre in Cressy Road ) . Adelaide will be delivering flu jabs in early October. Invites will be by SMS message or phone. Local pharmacies will also be offering flu jabs (e.g. Boots do so now). There was some confusion and differing experiences about how the Practice gets information about flu jabs delivered by pharmacies So patients may need to check this.
* In **two patient surveys** (Ham and High and National Patient Survey) The Adelaide scored very positively in both and was in the top five in the Ham and High survey of north London practices. See <https://gp-patient.co.uk/> and

<https://www.hamhigh.co.uk/news/23687251.best-worst-rated-gp-surgeries-across-ham-high-patch/>. The Practice was congratulated, especially in the light of so many staff changes .* **F&FT results**: Being processed .
* Next **CQC inspection** . No information about when this will take place but noted that there is a new approach to reviewing Practices which will start in the new year so we may expect at least a preliminary visit/inspection.
* **Waiting and receptions** areas . Belgin was congratulated for opening up the waiting room by removing the temporary screens. This is so much more welcoming . As will be the reception area once the blood pressure machine is removed , the staff photo board re-erected and a more prominent “Welcome to the Practice” notice displayed.

Pictures and plants were suggested – already on Belgin’s agenda . Childrens’ drawings suggested but paper and pencils removed due to COVID and unlikely to be replaced. The small tv screen has been removed and will not be replaced . A larger information screen was suggested but rejected largely on grounds of cost and some uncertainty about how it would be received by patients . |  BelginBelginBelginBelgin Graham & Jamila Belgin/DwayneBelginBelginBelgin |
| 3. | **Practice annual patient survey.** Given other survey results (see above) it was felt unnecessary / impractical to carry out another patient survey.  |  |
| 4. | **Face to face meetings .** On reflection, the Practice supported by the PPG are reluctant to hold any face-to-face meetings coming into the winter flue/Covid season. This will mean not holding an Autumn 23 face-to -ace open meeting as mooted . The situation to be reviewed after the winter. The suggestion that in the future we hold an open meeting in eg the Roy Shaw Centre was rejected on the grounds patients would not attend at this “distant “ and unfamiliar location . | Belgin/Hilary  |
| 5.AOB | * **Future of CPPEG** (Camden Public & Patient Engagement Group). Mark (chair of CPPEG) to keep us up to date.
* Problems with **links on the PPG pages** of the website were raised . Hilary to sort with Belgin and Dwayne.
* The Practice was congratulated about the speed with which repeat scripts are now processed
 | MarkHilary |

**Next meeting Wed 15 Nov 2023, 12 -1.00 pm**

HL/ Sept 23