

Minutes of PPG Meeting held on Thu 12 Mar 2020

Present: **Staff:** Dr M Chawdhery (MC-GP) Mo Dawood (MD-PM), Patricia Giddarie (PG-ADM),
Patients: Alan Robertson (AR), David Pickard (DP), Sandra Floy (SF), Tina Thorpe (TT), Khurshid Qureshi (KQ),

Apologies: **Patients:** Richard Harwood (RH), Kathleen Lipsidge (KL), Kwame Ocloo (KO), Richard Cooke (RC), Phillip Lipsidge (PL)

	Agenda Item	Timings
1	<p>Meet, greet & eat</p> <p>In light of Coronavirus precautions all PPG members were contacted that whilst the meeting was planned to go ahead, it was understandable, if any members chose to stay away and avoid non-essential visits to the surgery. It was recommended that particularly if feeling unwell in any way or with any pre-existing conditions, it was best to avoid attending.</p>	12.15 - 12.30
2	<p>Welcome & Introductions</p>	12.30 – 12.35
3	<p>Minutes of the last meeting and any matters arising</p> <p>The minutes of the last meeting were agreed subject to minor typographical errors and to be uploaded on the website.</p> <p>Matters arising therefrom:</p> <ul style="list-style-type: none"> ▪ 5. Open Session – Tessa Jowell Centre: TT updated that Dulwich Picture Gallery had been commissioned for the Art Strategy. 	12.35 - 12.45
4	<p>Commissioning update and Locality Group Meeting (if any).</p> <ul style="list-style-type: none"> i. Primary Care Networks Update Working well with our PCN and exploring options to support during the Coronavirus outbreak and planning. ii. Southwark Clinical Commissioning Group (CCG) - Southwark Clinical Commissioning Group (CCG) planned merger to form the Southeast London CCG ongoing. TT updated that all staff need to re-apply and Patient Participation meetings and representatives currently under review. 	12.45 – 12.50
5	<p>Update 3 Priorities as agreed:</p> <ul style="list-style-type: none"> 1. Priority 1: Review appointments and strive to maintain wait times for routine appointments to within 7-10 working days (locality cluster agreed) and review and publish; Update: At the time of the meeting the next available routine appointment with a GP was in 3 working days (based on 3rd available appointment). 2. Priority 2: Premises Refurbishment Plans discussed. MD also advised that we would progress gradually with other works over the next two years in stages to include waiting room flooring and lights. Update: 	12.50 – 13.15

	<p>Lighting: New lighting under consideration (LED to reduce costs and try to embrace green initiatives) – works planned to commence for next week.</p> <p>Automatic doors – We are aware of patient feedback but cost is an issue and remedial works are very costly. We have had one site visit with a quote and a further planned for Friday. MD explained that there are twice yearly service costs to consider. We are going to take a little longer to decide as we would like to ensure that any remedial work is of a good quality and functional in the long term to ensure value for money and reliability.</p> <p>3. Priority 3: Practice Newsletter twice yearly Spring and Autumn</p> <p>Update: Next Issue due in Spring. Also available on request in any other version for visually impaired etc. Ready for distribution</p>	
6	<p>AOB</p> <p>a. Telephone System – New system operational now, generally working well</p> <p>b. Training Practice Accreditation: Practice accredited to become a training practice. Trainees planned for August 2020.</p> <p>c. Coronavirus Planning discussed. PCN and practice approaches and challenges discussed. Online booking temporarily suspended with regular review. Situation fluid and staff working with crib sheets to ensure patients with flu-like symptoms do not attend surgery and signposted to NHS 111 online or call NHS 111.</p>	13.15 – 13.45
	<p>Date of next meeting agreed: 4 June 2020 (1 week earlier) at 12.30pm</p> <p>The meeting was brought to a close at 1.40pm</p>	

Proposed dates for future practice PPG Meetings 2020: Thurs @12.30pm: 10 Sep, 10 Dec