306 Medical Centre
Minutes of PPG Meeting held on Thu 10 Sep 2020

Present: **Staff:** Dr M Chawdhery (MC-GP) Mo Dawood (MD-PM),
Patients: Alan Robertson (AR), Tina Thorpe (TT), Richard Harwood (RH), Kathleen Lipsidge (KL), Kwame Ocloo (KO), Phillip Lipsidge (PL)

Apologies: **Patients:** Richard Cooke (RC), Sandra Floy (SF), Khurshid Qureshi (KQ), Kareen Isaacs (KI), Hulya Sen (HS)

	Agenda Item	**Timings**
1	**Meet, greet & eat** Zoom introduction and some meeting rules as this was our first Zoom Meeting	12.15 - 12.30
2	**Welcome & Introductions**	12.30 – 12.35
3	**Minutes of the last meeting and any matters arising** The minutes of the last meeting were agreed and to be uploaded on the website. **Matters arising therefrom:** ▪ Tessa Jowell Centre now open: TT updated that Dulwich Picture Gallery had been commissioned for the Art Strategy but was currently on hold ▪ **Primary Care Networks Update:** Working well with our PCN and have worked well to support each other during Covid to ensure patients in the PCN received essential care during Covid. We have employed a social prescriber and a pharmacist. Other posts looked at.	12.35 - 12.45
4	**GP National Survey Results – Autumn Newsletter Draft** Reviewed GP National Survey Results and the general consensus was that the results were very good. Area of improvement highlighted was: 57% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment. Local (CCG) average: 67% National average: 70% Last Year: 64%**.** MD Assured the group that we had reconfigured the diaries after this period so hopefully this area should show an improvement. Newsletter Draft – This was reviewed and TT felt that we should amend the draft to include a mention that we were an accredited training practice and listing new clinical team members. MD to amend.	12.45 – 12.50
5	**Covid 19 Update – Practice Update: Also published on our website**	12.50 – 13.15

Some people think GP surgeries haven't been open during the pandemic.....

Here are some figures for April – June 2020, to show what we have been doing at 306 MEDICAL CENTRE

We have received about 13,200 incoming calls.....

Made 15,491 phone calls during this period.....

So you can now see why our lines have been busy

As a result of the on-day phone calls, we have made about 3781 telephone/video appointments with GP and nurse and saw about 514 patients face to face.

We made about 450 referrals for further treatment and investigations at the hospital. We have also had to monitor closely some referrals as hospitals have suspended some of their services, so that has also added to our workload.

We have processed over 4500 emails and issued many MED3s

We have reviewed 1510 clinic letters.....

We have requested 2250 blood tests where patients were happy to have these done.

Our nurse has been immunising children, carrying out essential dressings, injections, cervical cytology screening. As well as telephone appointments, for pill checks; welfare checks for our elderly, vulnerable and those with various disabilities. This also includes patients with learning disabilities and serious mental health conditions.

We have carried telephone reviews for our patients on the asthma register, COPD register and other chronic disease areas.

Our practice pharmacist has also been reviewing any patients on high risk drugs in line with guidance, ordering any necessary tests to ensure they can be safely prescribed their medication.

And issued 10,876 prescriptions

We have worked closely with our PCN and continue to do so, to ensure our local population is covered should any of our local colleagues go down with Covid-19. Thus ensuring our local PCN patient population does not go without access to essential GP services, irrespective of which practice they are registered with.

We have procured oximeters through our PCN, which we have been lending to patients to measure their blood oxygen. These devises check how well the heart is pumping oxygen through the body and are used to monitor the health of individuals with any type of condition that can affect blood oxygen levels, such as pneumonia, COPD and Covid-19 related symptoms.

We implemented safeguards to manage risk to our team and patients from Covid-19, such as temporarily suspending online appointment bookings for triaging reasons and effective workload management. We also made plans and put in place contingencies to work from home, if that became exceptionally necessary.

We felt that being here at the surgery was important for our patients, giving a sense of security that, if a need arises we were a phone call away or can be easily accessible at the surgery, as close as possible to business as usual.

We have implemented buzzer access at the surgery, for patient and staff safety to help manage safe patient flow. We have also additionally introduced video consultations to our e-consults, to enhance access and where clinically necessitated have also been seeing patients face to face.

6	**AOB** a. Prescriptions – KO raised issues about ordering prescriptions from the chemist and problems when the items have not been requested for some time. MD explained that when this happens, irrespective of who sends in the request, the request is reviewed by a clinician and processed as appropriate. Any medication not ordered regularly automatically expires on our clinical system and has to be re-authorised. b. Outside Queue – KO pointed out that when he has attended the surgery there has been a queue and he felt this needed further organising. MD explained that we have now changed the layout, with signage and instructions, but often many patients fail to follow the signs. c. Training Practice Accreditation: Practice accredited to become a training practice. Trainees have started and capacity has increased as a result with more appointments available. d. Coronavirus Recovery Plan. MD explained that we were exploring options regarding a second wave and recovery after. Our non-essential services are gradually being restored. e. Flu Planning – MD updated on the flu campaign and the challenges. • We are now expected to immunise a new cohort of over 50yr olds as announced by NHS England. However we are awaiting the availability of vaccines. • Our current supply has been ordered last year to meet the under 65 At risk with pregnant patients and carers and over 65 cohort. • We have enhanced capacity to strive to meet the new requirements and the new enhanced NHS targets.	13.15 – 13.45
	Date of next meeting agreed: 10 Dec 2020 at 12.30pm The meeting was brought to a close at 1.40pm	

Proposed dates for future practice PPG Meetings 2021: Thurs @12.30pm: 11 Mar, 10 Jun, 9 Sep, 9 Dec