

306 Medical Centre
Minutes of PPG Meeting held on Thu 11 March 2021

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

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

	Agenda Item	Timings
1	Meet, greet & eat	12.15 - 12.30
2	Welcome & Introductions	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 after a few corrections and to be uploaded on the website.</p> <p>Matters arising therefrom:</p> <ul style="list-style-type: none"> ▪ Transport for those struggling to get to Tessa Jowell Health Centre. We have almost completed 100% of our housebound patients for Covid vaccine. We were the first practice to take the initiative to cover all of our patients except for one who was admitted to hospital and one declined. 	12.35 - 12.45
4	<p>Open Session</p> <p>Covid Vaccination campaign</p> <ul style="list-style-type: none"> • Our uptake for the vaccine to date is 82.6% for non-house bounds. We took the initiative to call patients and book them in as soon as slots were released at the Tessa Jowell Health Centre rather than wait for them to be contacted centrally. • We were also one of the first practices to complete our housebound patients as Dr MC took a very proactive approach. <p>KO – Asked about certificates to prove vaccinated especially for the purpose of travel. Unfortunately, not at present the best option would be to use the card which is provided upon vaccination as a form of proof.</p> <ul style="list-style-type: none"> • 56.9% uptake from the BAME community <p>We are trying to find different ways to reach out to them.</p> <p>From next week both Tessa Jowell Health Centre and Lister Health Centre will be doubling up in order to reach a maximum number of people and are expecting around 4000 doses of the vaccine. So there will be a greater push.</p> <p>TT – Concerns over volunteers to help give vaccinations at local hubs. We understand this has been an issue as our own GP Dr MC also put herself forward however we didn't hear back and they may</p>	12.45 – 12.50

	<p>have had enough interest to fill up capacity. Unfortunately, we don't have much control over this as it is controlled by the team at the hub.</p> <p>KO – Stressed the importance of educating the BAME community on taking the vaccine. We definitely agree and are trying our best to talk to our BAME patients to give them.</p> <p>MC – GP – We have actively worked with the CCG in this area and have made a video to reach out in English and Urdu also available on our website.</p> <p>Appointments plans post Covid</p> <p>TT – Asked about the future of face to face appointments. We will be reviewing these in the near future and initially will most likely keep some tel/video appointments as we feel they have worked well. We will open up some slots for face to face appointments. It is our view that the current arrangements have served us well, also environmentally friendly as patients do not have to travel to the surgery, so we hope to retain this in some form, with patient access at the forefront of all planning. We are also aware that some patients may need face to face appointments and we will facilitate these where practicable.</p> <p>Prescriptions</p> <p>KO – The current prescription service can be frustrating at times. Is there any intervention that can be made?</p> <p>Unfortunately, they are independent services. Once we issue prescriptions we have no control over the pharmacy. We usually tell patients to allow two working days for us to process prescription requests and in the main all our prescriptions are electronic now, so not only efficient but also environmentally friendly.</p> <p>TT suggested using the app as this can be shown at the pharmacy to prove the Doctor has issued medication.</p> <p>KO – Reminders to patients about the importance of still wearing a face mask.</p> <p>TT – Frustration over mixed messages being put out by the government.</p> <p>Our website has a Covid section with information about staying safe during the pandemic</p> <p>We are currently being inundated with phone calls and emails from patients over mixed messages regarding eligibility for Covid vaccine and where practicable we facilitate the requests where possible but also take the opportunity to enlighten patients on the appropriate use of services.</p>	
5	<p>Covid 19 Update – Practice Update:</p> <p>Nothing changed except that we are busier than usual and experiencing unprecedented demand. We are seeing patients face to face and triaging so generally services are back to normal.</p> <p>In the main the issues are with secondary care and specialist appointments where wait times are long in some cases and we have very little control.</p>	12.50 – 13.15

6	AOB Nil	
	Date of next meeting agreed: 10 June 2021 at 12.30pm The meeting was brought to a close at 1.20pm	

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