



# PATIENT PARTICIPATION GROUP MEETING

Monday, 17<sup>th</sup> May at 1.30pm to 2.30pm

Location: Shrewsbury Road Surgery, Seminar Room

(In order to keep safe and Covid secure, please ensure that we all maintain social distancing, hand hygiene (Hand gel provided) and wear face mask during the meeting.

## AGENDA

	Item	Presenter
1	Welcome	Mira Rajan
2	Introduction/Apologies	Chair/Mira Rajan
3	Last meeting minutes	Mira Rajan
4	Matters arising	PPG Members
5	Vaccination Update – where are we?	Mira Rajan
6	The future for Normal service?	Mira Rajan
7	Telephone/Text/Video consultations	Mira Rajan Dr Sunanth
8	Non COVID updates	Mira Rajan/Chair
9	Any questions/queries	Mira Rajan
10	AOB	Mira Rajan
11	Date of next meeting – July/August – In person?	



## Patient Participation Group

### Minutes of the meeting

**Monday, 17<sup>th</sup> May at 1.30pm to 2.30pm**

**Location: Shrewsbury Road Surgery, Seminar Room**

#### **Member Attendees:**

Mira Rajan - Practice Manager (MR), Dr C Sunanth (CS)  
(PPG Members) Mr P Tanna (PT) Mrs P Rowe (PR), Mr K Phull (KP), Mrs J Chakravarty (JC),  
Mrs I Chohan (IC), Ms S Patel (SP) Mr N Lotay (NL) Kiran Patel (KP), Sheela James (SJ)

**Apologies:** Mrs E Danso (ED), Mr E Bekoe (EB), Mr J Karir (JK), Ms B Tippet (Invited via MS Team  
(Unable to get connected) Mr S Sajjan, Mrs B Barclay

**Note taker :** Mira Rajan (MR)

<b>1&amp;2</b>	<b>Welcomes and Apologies</b>
	<ul style="list-style-type: none"> <li>● MR welcomed all to the meeting and gave apologies for rest of PPG members.</li> <li>● New members Mr Kiran Patel and Ms Sheela James</li> <li>● All PPG members introduced themselves with their involvement in the community.</li> </ul>
<b>3&amp;4</b>	<b>Last meeting minutes</b>
	<p>Minutes of meeting 18<sup>th</sup> October 2019</p> <ul style="list-style-type: none"> <li>- During the pandemic, the practice could not hold the PPG meeting. Last meeting was on 18<sup>th</sup> October 2019.</li> <li>- No matters arising from last meeting discussed.</li> <li>- MR mentioned that she would send a copy of the minutes of the meeting held on 18<sup>th</sup> October 2019</li> </ul>
<b>5</b>	<b>Covid Vaccination – Where are we now</b>
	<ul style="list-style-type: none"> <li>● Vaccine update - MR informed the Group that Practice is running Covid Vaccination clinics since March 2021 on a weekly basis vaccinating approx. 100 patients – Practice itself administered around 750 patients so far. Also she reported that as per the Newham Health Collaborative Dashboard practice has achieved highest percentages of administration up to Group 6. A job very well done by all involved, MR offered her thanks especially to the Practice team members including the Group members which were endorsed by Mrs PT and others. Dr CS said that he would pass on our thanks to our Practice staff who are charge of organising the vaccine clinics at the practice.</li> <li>● PPG members are encouraged to promote this to the community patients who are registered at our practice.</li> <li>● This coming week should see the completion of rest of the group which will be followed by the over 39'. Dr CS mentioned that Practice has a dedicated staff member who is actively calling these patients to book an appointment for COVID vaccinations.</li> <li>● Mrs PR asked whether there is a choice of vaccination (Pfizer or Oxford)</li> <li>● MR advised that there is a choice of vaccinations and for those who prefer to have Pfizer – appointments can be booked at SLG, Essex Lodge or Eastham Leisure centre.</li> </ul>
<b>6</b>	<b>The Future for Normal service</b>
	<ul style="list-style-type: none"> <li>● MR briefed the current Doctors appointment system i.e – Online bookings, Telephone bookings and the e-consults – These information can be found on our following practice website. <a href="http://www.shrewsburyroadsurgery.co.uk">www.shrewsburyroadsurgery.co.uk</a></li> </ul>



	<ul style="list-style-type: none"> <li>● Dr CS and MR reiterate that practice is not opening for Face to Face GP appointments fully. Currently all the GP appointments are triaged over the phone/video and will be called in for a Face to Face appointment by the GPs where appropriate.</li> <li>● MR mentioned that if practice opens all GP appointments for a Face to Face consultation, team is concerned that patients could walk in with symptoms of cough and cold and the team would struggle to control over stopping these patients walking in.</li> <li>● Group members acknowledged this.</li> <li>● Mrs IC queried that around other appointments for face to face consultations – MR mentioned that all Practice Nurses appointments and HCA appointments (where appropriate) are offered for Face to Face appointments.</li> <li>● Practice has stopped ECG monitoring at present.</li> </ul>
<b>7</b>	<b>Telephone/Text/Video Consultation</b>
	<ul style="list-style-type: none"> <li>● MR mentioned that most of our practice patients have adapted to the changes of the mode of consultations via telephone, text and video or photos sent to the practice GPs following the consultations. Practice FFT surveys witness the patients' satisfactions.</li> <li>● Mr NL &amp; Mr PT queried the appointment bookings and the consultation for those who are unable to use the modern technology. MR reminded the group that Practice has a dedicated direct phone line for elderly, vulnerable and high risk patients. Also she reiterated that those patients who do not have telephone facility and wishes to have a face to face appointment, practice will consider their needs and offer the appointment appropriately.</li> <li>● MR also mentioned that patients who needs an interpreter including BSL, practice offers double appointments and will arrange an interpreter of their choice (gender/language/telephone/in person)</li> <li>● Among the group there was a concern that the patients are given only 10 minutes appointments. Mr KP said that patients are restricted with one problem per consultation. Group understands that GPs find difficult to consult multiple problems due to many reasons. MR mentioned that GPs do consider the 2<sup>nd</sup> problem if the 2<sup>nd</sup> problem linked to the 1<sup>st</sup> problem or the 2<sup>nd</sup> problem is a simple problem. Mrs PR raised that we should draw a petition to give more minutes for the GP appointments.</li> </ul>
<b>8</b>	<b>NON Covid Updates</b>
	<ul style="list-style-type: none"> <li>● MR mentioned that the Practice has 3 clinical pharmacists and their role is assisting patients with medications reviews/queries and hospital discharges medication reconciliations. There is also the Social Prescriber who is able to assist with Social issues, benefits and housing issues.</li> <li>● If you require the assistance of either the Clinical pharmacists or the Social Prescriber, please call Reception (both of these roles are quite new and the systems are still being fully established – But during the pandemic their services are used extensively. Many webinars are conducted by the Social Prescriber which are advertised on our website.</li> <li>● There was a query as to whether patient needs to be seen by the GP prior to seeing either of these people. Dr CS responded that there should be no need for triage, please speak to reception. If patients require the assistance of either Clinical pharmacists or the Social Prescriber, please call Reception and can be given appointments.</li> </ul>
<b>9</b>	<b>AOB Any other Queries – None</b>
<b>11</b>	Next Meeting: 16 <sup>th</sup> August 2021 (Group members preferred the meeting in person)

Shrewsbury Road



Surgery