

The Randolph Surgery - PPG Meeting

DATE	Meeting Date : 7 th September 2020	TIME	Meeting Time: 18:00 -1930
Present	<p>PPG - Joanna Lloyd-Davies (JLD) Interim Chair PPG, Tony Eccles (TE) Vice-Chair PPG; Maurice Forsythe (MF), Virginia Gorna (VG), Margaret Johnson (MJ), Andrew Tizard (AT), Elizabeth Woolf (EW) Guest Patient/Observer: Susan Wright (SW)</p> <p>AT Medics - Practice Manager Randolph Surgery - Yasmin Bouzelmate (YB) Minute Taker - Rebecca Alfred (RA) Lead Clinician - Dr Toukan General Practitioner – Dr Mike Ehima (ME) Deputy Senior Manager – Shindu Balakrishnan (SB) Clinical Lead Randolph Surgery Designate (w.e.f. 1.10.20) – Dr Farooq Rafique (FR)</p> <p>Health Watch - Jill Praver (JP) - also providing the Zoom Facilities for this meeting</p>		
Apologies	<p>PPG - AT Medics -</p>		

	Agenda items	Minutes	Actions
1.	Welcome - JLD	<ul style="list-style-type: none"> JLD as Interim PPG Chair, welcomed everyone to the meeting RS Patient - Susan Wright - as an observer at this meeting All were reminded of strict confidentiality The ground rules for Zoom and timings were discussed Randolph Surgery Staff were thanked for their ongoing support to the Practice and Patients during the CV19 pandemic YB and RA to take minutes 	All to note
2.	Attendees and apologies	Noted as above	
3.	Minutes of previous meetings on 1st and 8th June 2020	The minutes of the previous meetings in June 2020 were reviewed with matters arising covered in agenda and action points below.	
4.	Randolph Surgery Update - Practice Manager YB with contributions from colleagues:	<p>General information:</p> <ol style="list-style-type: none"> Covid testing - this is not available at the surgery as clinical trials are on hold - please call 119 for testing availability Admin staff working very well and being trained to deliver 'flu vaccines from 21.09.20 - 'Flu Clinics Are currently being held at the practice with daily appointments Child vaccines and adult vaccinations - clinics providing daily routine appointments Housebound patients will be visited by district nurses - ad hoc visits on daily basis Clinical rooms are available at the surgery Shielding patients will be provided with support according to their needs Diabetic face to face screening currently available, mental health reviews on-going, depression reviews on-going. Asthma Clinic available daily All encouraged to use Dr IQ, the phone system or emails or drop off prescription requests at the front door. Dr IQ, is currently the best point of contact as to adhere with NHS Guidelines - extended hours – Dr IQ available Monday –Sunday 8.00 am – 8.00 pm to accommodate all enquiries. RS aims 	All to note

- to respond to all requests on the day, including new patient registrations and medication request. Opening times for the surgery 8.00 am – 6.30 pm.
9. Visitors should not that those with timed appointments will be placed at the front of the queue - number of people entering the surgery is an issue as there is only one entrance/exit .Waiting times between appointments may be slightly longer as we are following strict guidelines
 10. Registration of new patents – Currently providing online registrations via DR IQ to observe guidelines. Alternatively patients can collect a form at the surgery (no to be completed at the surgery due to social distancing)
 11. Staff are required to wear full PPE when working or communicating directly with patients
 12. Social Prescribing CCG. Allocated to Delphine Berdaine currently liaising with all clinical staff as contracted to the practice . Her role is to assist venerable patients with housing, council issues and general health problems leasing with charities and palliative care
 13. Proactively contacting patients for medication and health reviews Patients are advised to only attend the surgery if they have an appointment. Medication requests to be emailed, requested via Dr IQ or posted. Patients to please use online services for non-urgent queries
 14. Patients are advised to please wear masks to enter the surgery.
 15. Full information on the website
 16. Patient demographics - 0years - 65 years - 7,000 patients : 66 years – 75 years - 405 patients : above 76 years – 232 patients
 17. QoF Target is 481

Clinical Staffing:

1. It was sadly reported that Dr Toukan would be leaving RS for personal reasons - last day 01.10.20 - PPG thanked Dr Toukan
2. New Clinical Lead - Dr Farooq Rafique - from October 2020: Monday, Wednesday, Thursday & Friday - PPG welcomed Dr Rafique - Dr Rafique addressed the meeting and will be delighted to meet the PPG in the future
3. New General Practitioner - Dr Mike Ehima: Monday, Tuesday & Wednesday
4. New In house Pharmacist - Nadya Jethwa
5. Dr Laily Pourghomi: Tuesday & Thursday
6. Clinical Nurse - Senam : Monday, Tuesday, Wednesday, Thursday & Friday
7. Health Care Assistant: Monday, Tuesday, Wednesday, Thursday & Friday
8. Physician Associate: Monday, Tuesday, Thursday & Friday
9. New Deputy Senior manager - Sindhu Balakrishnan

NB: AT (PPG) raised concerns about the ongoing turnover of both clinical staff and continued care - this was addressed at the meeting

Patient Appointments, Notifications and Advice:

1. Facial coverings mandatory or all patients that attend the surgery.
2. Please do not attend the surgery if you have any flu like symptoms or have travelled within 2 weeks
3. Preferably one parent to attend child vaccination appointments to adhere to social distancing guidelines.
4. Daily face to face clinics have resumed at the surgery for all vaccination and health reviews.
5. All patients will be triaged before entering our general waiting area. Please press the buzzer and wait to be answered.
6. Dr IQ , is currently the best point of contact as to adhere with NHS Guidelines.
7. Medication Reviews are done via telephone with our in-house pharmacist
8. Regular cleaning in contact areas.
9. Interpreters. This services is available, however British sign language is currently unavailable until further notice from the CCG.
10. Preferably one parent to attend child vaccination appointments to adhere to social distancing guidelines.
11. Please do not attend the surgery if you have any flu like symptoms or have travelled within 2 weeks

		<p>12. Daily face to face clinics have resumed at the surgery for all vaccination and health reviews</p> <p>13. Diabetic programmes, mental health and depression reviews, cancer patients follow up and shielding patients are our current focus. Weekly proactive reviews are done with these patients and discussed regularly at clinical meetings and home visits are being arranged daily by GP'S and District nurses. Acute patients are also being reviewed as and when needed with self-referral services in place and a variation of clinicians available to Manage with complex issues.</p> <p>14. Emergency Appointments available daily from 8.00 am by calling the surgery directly.</p> <p>15. Referral Outcomes. This has been addressed currently by hospitals and consultants. A backlog of referral appointments are being triaged and clinics are currently up and running sporadically.</p> <p>16. Web Site updates. Staff initials are available on our webpage. PPG has agreed to publish their names. Web page is currently updated clearly navigating patients to emergency services.</p> <p>17. Vaccinations by district nurses. Clinic will be by appointment only as to observe government guidelines. Clinical rooms will be allocated and full PPE will be worn by all clinical staff, rooms will be disinfected regularly throughout the day.</p> <p>18. Child Vaccinations. Still quite slow but patients are more confident to bring their children to the surgery.</p> <p>19. Staffing updates. Admin team has been fully trained to administer Flu Vaccinations to assist with flu clinics. On-going COVID training daily for all staff as guidelines constantly changes.</p> <p>20. Flu Clinics are currently available to all patients who are eligible, with the first vaccinations for over 65's and younger children. Housebound patients will be</p> <p>21. Clinical protocol and guidelines for patient safety and health when coming to the practice. Daily Disinfection of the practice surfaces, social distancing in waiting room (can only accommodate six patients). A queuing system is in place as to ensure the reception area is clear. Hand Sanitizer on entry is in place and we require all patients to wear face masks before entering the surgery.</p> <p>22. Patient Care. Chronic patients are being prioritised in regards to additional support and</p> <p>23. Extended hours – Dr IQ available Monday –Sunday 8.00 am – 8.00 pm to accommodate all quires. We aim to respond to all requests on the day including new patient registrations and medication request. Opening times for the surgery 8.00 am – 6.30 pm.</p> <p>Patient Survey - YB, PPG & JP:</p> <p>1. Response to Randolph Surgery Survey – very little feedback was given as many PPG members and patients were not aware of it (see PPG note below)</p> <p>2. Agreed that Management, PPG and HealthWatch (JP) will work together to work up another full survey, particularly to encourage diversity with new members for the PPG</p> <p>NB ALL POINTS ABOVE TO BE INCLUDED IN THE NEXT NEWSLETTER</p>	
	HealthWatch - JP	JP Provided a general introduction to the work of HealthWatch and integration/support for PPGs	All
6	Patient Participation Group - PPG	<p>A. Relationship with RS - due to COVID - agreed monthly meetings not possible - using telephone connection on an ongoing basis</p> <p>B. PPG diversity programme - the last survey received less than 70 responses. Of the 6 patients expressing an interesting in knowing more about RS PPG but not being actively involved - none has come forward after the initial</p>	All to note

		<p>contact. Of the 4 patients expressing an interest in being involved, SW attending meeting to see if it is an appropriate opportunity, one other is keen but timing not good, The last two have not reconnected. All to be worked on in the future to urgently gain new members. Further Patient survey to be carried out with greater focus on the PPG</p> <p>C. Reports submitted (and previously shared) by EW (Palliative Care) and AT (Patient Reference Group) - received and discussed</p> <p>D. Confirmed that Councillor Dean (Little Venice) had picked up the issues around lack of numbers for Child immunisations and discussed at appropriate WCC meetings</p> <p>E. Newsletter - due in the period following this meeting all asked for feedback and suggested contributions (MJ has agreed to proof-read the final copy)</p>	
		<p>Communications: NEW <u>Practice telephone contact number - 020 7052 7560</u></p>	All to note
10.	Any other business	Agenda covered most items	All to note
12.	Meeting closed at 1930	JLD, TE and YB thanked everyone for their contributions, particularly JP and HealthWatch for providing the Zoom facility this meeting.	All to note
Dates of next meetings		Monday - 7th December 2020 Thereafter: 1st March 2021 - 7th June 2021 - 6th September 2021 - 6th December 2021	

The PPG exists as a specific, diverse group of Patient Activists, working on behalf of all Patients for the overall good of the Randolph Surgery, the Services and the Local Community. A positive critical friend, working in tandem with the Clinicians and Practice Management.

Information to note:

- The PPG does not have access to any Patient Records
- ALL Patient issues must be drawn to the attention of the Practice Manager, Yasmin Bouzelmate - telephone 020 7052 7560
- Please ensure Patient Records at The Randolph Surgery are updated with both your email address and mobile telephone contact numbers, in order that they may send you text and email information and newsletters in future
- The Randolph Surgery website - <https://www.westlondonpractice.co.uk/>