**The Randolph Surgery - PPG Meeting**

|  |  |  |  |
| --- | --- | --- | --- |
| **DATE** | Meeting Date: 13h Dec 2021 | **TIME** | Meeting Time: 18:00 -19:00 |
| **Present** | Interim Practice Manager- Shalom ChitewoLead Admin – Yesin GhailanRegional Medical Director- Dr Farooq Rafique Clinical Lead-Dr Mike Nosa-EhimaDeputy Senior Manager –Abu OsmanHealth Watch – Odeta  |

|  |  |  |
| --- | --- | --- |
| Agenda items | Minutes | Actions |
| **Introduction** | * The meeting was virtual due to COVID protocols being followed
* Staff members introduced themselves to the group through Zoom Link which had been sent out by Randolph Surgery.
* All attendees reminded of strict confidentiality and this was more of an introductory meeting as there has been new staff additions and changes to roles in recent months.
* In next meeting, we will hope to have a patient chair nominated in which This process will be led by the PPG members.
* This meeting was chaired by Dr Mike Ehima but future PPG meeting will be chaired by patient chair.
 | All to note |
| **Discussion Points** | * BT asked if there was an agenda for the meeting. As this is was an introduction meeting, there was no active agenda, however there will be one for the next meeting which will be held in March and it will be circulated beforehand.
* Dr Mike discussed changes to Randolph Surgery, covid protocols and our vision going forward.
* PPG meetings are important to ensure regular communication between the practice and patients’ representatives. We will aim for a meeting every 3 months but can be brought forward if required and communications can always occur between practice and PPG on an ongoing basis.
* Raised that 1hour meeting was not enough and usually needed 1.5 – 2 hours. Agreed that future meetings will have this timeframe allocated.
* Estate Issues discussed – access, leaks, flooding, lack of adequate ventilation raised. Identified that we are trying to make improvements to the current building and where possible, potentially move to a new building but requires working with health authorities, local council and patients.
* As a practice, we have definitely improved within the last few months however as we have high expectations, we recognise there is still room for improvement. This is our main focus to ensure full efficiency and the best standard of patient care.
* Patient feedback is always welcome. Feedback can be left on our email, phone, Google, post, Dr iQ or even at reception. We are always here to listen to patients.
* The purpose of PPG is to ensure we have a relationship which continues to evolve and to get their perspective on how we can improve services.
* From a clinical point of view, there is now very good access and we are working with the PCN to employ more pharmacists and physios to further improve this.
* PCN have commissioned certain roles such as PCN pharmacists.
* Patient V mentioned having a mental health therapist to work at the practice however that needs to be organised by the local CCG and PCN and subject to approval.
 | All to note  |
|  | * Counselling occurs at other practices and we are trying to bring one face to face but most of them work virtually from home since COVID.
* Practice website was not been updated and patients expressed their concern. This has now been actioned and full members of staff have been updated onto the website.
* Every Wednesday, there is a clinical meeting between members of staff to discuss any complex cases and think of an appropriate course of action.
* Home visits still take place however patient will need to be triaged initially.
* Discussed differences between PA & Doctors. PAs can't prescribe however this might change in the future. They can manage a wide range of term conditions and, especially at Randolph, have good support.
* Blood tests will need to be done before 14:30 daily in order for the courier to pick the results up and send to the lab – affects how these appointments are booked
 | MNE/FR will look into possibility of having therapist in practice. |
| **4.** | **Covid Vaccinations Update:*** Booster programme in place. Multiple sites in the local area where these can be had, including as walk-ins.
* NHS have provided services to make the COVID vaccination more accessible to all patients.
* Patient who wishes to register their COVID vaccinations done abroad can do so through the NHS website.

**General information:**Nurses and Health Care Assistant appointment are still ongoing with face-to-face diabetic reviews, immunisations, cervical screening and more. Asthma reviews to continue over the phone to due to COVID restrictions We do continue to see many patients face to face but clinicians to continue with telephone appointment and triaging and bringing in whoever they feel is appropriate. Flu clinics to continue, with 3 admin staff fully trained to administer them as well as the HCA and the practice nurses. **Clinical Staffing:**Regional Medical Director - Dr Farooq RafiqueClinical Lead - Dr Mike EhimaSalaried GP: Dr Layla Pourghomi will be returning from maternity leave soon.Long term locum General Practitioners – Dr Arma Patel, Dr Martin Godfrey, Dr Louis Brassey, Dr ZhangCinical Pharmacist - Nadya Jethwa (in-house) / May Al-Jawadi (PCN Pharmacist)Physicians Associate- Mr Charles Neal and Ms Berna FiratPractice Nurse – Vanessa Ribau and Stephanie KiroriHealth Care Assistant: Jiyi Han Deputy Regional Manager- Abubakr Osman and Reena GonsaiPractice Manager- Noor Al-TamimiFrom the last meeting, one of the surgery's main issues was staffing. There was an agreement that in 2022, the surgery would ensure a full complement of staff to deal with our increasing patient list size, which has grown considerably and now stands at 10,300.Recognition that workforce issues are an NHS-wide problem and not specific to Randolph Surgery. Operose Health/AT Medics continues to do recruitment drives to improve our staffing levels and this is constantly reviewed.  | All to note |
|  | **Practice Admin Staffing**Meriam Besbas and Maxine Carter (Practice Adminstrator)Maisa Bettache, Yesin Ghailan (Senior Admin)Sean Hickey, Kuhima Rahman, Kamila Bolejko, Shamima Begum, Shelice Somai, Shahanaz Miah, Norita Salim (Admin/Receptionist)**Patient Appointments, Notifications and Advice:*** Facial coverings mandatory for all patients that attend the surgery unless medically exempt.
* Please do not attend the surgery if you have any flu like symptoms or have travelled within 2 weeks – )these may change depending on National guidance)
* Preferably one parent to attend child vaccination appointments to reduce number of people in practice at any one time.
* Daily face-to-face clinics has resumed at the surgery for all vaccinations and health reviews
* NHS has paused certain health checks to allow primary care and GP surgeries to contribute to the COVID Vaccine programme. At Randolph, we will try to continue service as usual.
* All patients will be triaged before entering our general waiting area.
* Dr IQ is currently the best point of contact as relatively quick and easy to get a response/appointment. Please contact surgery by phone/e-mail if any issues.
* Medication reviews are done via telephone with our clinical pharmacists
* Regular daily cleaning in contact areas and entire surgery.
* Interpreters: This service is available.
* Face to face GP consultations will continue after being clinically triaged by the GP initially. All GPs working will be long term to ensure the best patient care is given.
* Diabetic reviews, mental health reviews, cancer patients follow up and shielding patients are our current focus. 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 complex issues.
* Emergency Appointments available daily from 8.00 am by calling the surgery directly to speak to a member of staff.
* Child Vaccinations, cervical screening and care of our patients with cancer are also an area of focus.
* 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.
* Interim PM Shalom realised we need new members of staff to deal with access of the surgery, in which Randolph Surgery went through an intensive hiring process to get the quantity and quality of staff required.
* Extended hours – Dr IQ available Monday –Saturday 8.00 am – 1700 pm to accommodate all clinical or admin queries. We aim to respond to all requests on the day including new patient registrations and medication requests. Opening times for the surgery 8.00 am – 6.30 pm.

 |  |
| **Patient Participation Group – PPG** | * Details of the PPG meetings to always be published on the notice board, allowing any patients to join to ensure diversity.
* It is in all our best interests to have wide representation on the PPG.
* YG to continue to find patients willing to join the PPG. Will work with O to arrange.
* Confirmed that only initials are to be used in the minutes as per the CCG, otherwise there needs to be explicit consent from the patient to be mentioned within the PPG meeting/minutes. CCG should not be able to see any patient identifiable information due to confidentiality.
* Aim to get minutes sent out 1month after meeting. Will aim to have agenda for future meetings sent out 2 weeks before meeting.
* MNE and FR are particularly grateful to PPG members for their time and dedication towards ensuring we are held to account and continue to improve the service we provide.
 | All to note |
| **Communications:** | Telephone contact number - 020 7052 7560Practice Email: randolph.surgeryw9@nhs.net  | All to note |

|  |  |  |
| --- | --- | --- |
| **Next course of action:** | **Current Feedback from patients:**- Website needs updating and this has been actioned by Randolph Surgery. Please visit https://randolphgp.co.uk/. **Actions before the next meeting:**O to send the documents mentioned above to YG to review and action accordingly YG and O will organise the meeting in January YG to proofread the minutes for this meeting YG to continue taking minutes YG to go through old PPG minutes to ensure diverse patient chair for the meetings which will be held in the future  |  |
|  | March 2022Thereafter:June 2022 - September 2022 - December 2022 |

**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.**

**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, Noor Al-Tamimi or Lead PPG admin, Yesin Ghailan – Telephone: 020 7052 7560 Emai: randolph.surgeryw9@nhs.net**
* **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.**