**NORTH STREET MEDICAL CARE**

**Romford site: 274 North Street, Romford RM1 4QJ**

**Tel: 01708 629733**

**Chadwell Heath site: Chadwell Heath Health Centre**

**Ashton Gardens, Chadwell Heath, Romford RM6 6RT**

**Tel: 01708 629733**

**Patients Participation Group (PPG) Meeting**

**Minutes of meeting held on Friday 1st September 2023 13.30 – 14.30**

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| **Present:**  Dr D Sura (DS) - GP Partner, Susanne Bauer (SB) – Practice Manager, Aaron Fernandes (AF)– Deputy Practice Manager, Zia Rehman (ZR) Lead Clincial Pharmacist, Tina Davis (TD) Reception Manager, Lauren Goddard (LG) Management Assistant, members of the PPG (Names cannot be published, but the surgery has the names of the attendees) and 9 apologies. Minutes taken by Lauren Goddard  |
| **Welcome** Dr Sura (DS), Susanne Bauer (SB) and Aaron Fernandes (AF) Zia Rehman (ZR) Tina Davis (TD) Lauren Goddard (LG) introduced themselves. SB welcomed the PPG members to the meeting. | Action |
| **Information about Repeat Prescriptions by our Lead Clinical Pharmacist.**ZR discussed NSMC prescription process, timeframes & stock issues. * PPG member mentioned having problems when ordering prescription’s through their allocated pharmacy. Receiving prescriptions, that PPG member did not order.
* TD asked PPG member to call reception or speak with prescriptions if this happens again.
* ZA explained that you can order prescriptions through the NHS app, we also now only accept email request from the pharmacies.
* PPG member mentioned that one of their repeat prescriptions has been cancelled off the system. ZR to investigate why PPG member’s prescription has been cancelled.
* ZR discussed medication shortages. PPG member mentioned that it is difficult to get through to prescriptions to discuss an alternative when pharmacy has no stock.
* DS/ZR explained the current process with prescription shortages, technicians are at hand to deal with queries from reception/ e-consults.
* PPG member mentioned that a new system to deal with shortages would benefit the patients and surgery.
 | ZR/TD  |
| **Complaints, comments and review summary** Between April 2023 and mid-August 2023, the surgery received 16 complaints. 2 Appointments, 1 Clinical treatment, 2 delay in failure to refer, 1 failure to diagnose, 3 Follow up care, 4 prescription issues, 1 Staff & 2 Other. * AF completed a brief update of complaints to PPG members, also mentioned positive feedback from patients.
* PPG member did not know that routine appointments are meant to be booked after 10am.

AF explained that there is signage to alert patients & on the website. AF will look into making signage bolder and clearer for patients. **Update from NSMC*** DS updated PPG members of leavers & new staff. 2 trainees have now left, 4 new trainees, 1 Dietician, 1 Nurse & 1 new Podiatrist. We also have a new Physician Associate who will be joining us in October.
* PPG member mentioned appointment’s with paramedics, are they the right clinician to book with? Staff to check that appointments are appropriate for paramedics when booked.
* DS discussed current parking situation, surgery are looking at how to rectify this. Will keep the PPG updated of the outcome.
 | AFSB  |
|  **PPG to help reviewing NSMC website**SB asked PPG members to review the surgery’s website, email has been sent to all PPG members with an attachment to complete.* PPG member received email, put forward that our website could be enlarged, PPG member to send website example to SB.
 | SB  |
|  **PPG to help marshalling walk in flu clinic on the 16th September.**TD requested volunteers from the PPG for the over 65’s clinic on the 16th September.* TD explained that we would appreciate volunteers to help with crowd control. This will help with the frail/ disabled and any other patients that need assistance. A ramp has been ordered for wheelchair access.
* TD & PPG members discussed AG, TD explained that these would be bookable appointments this year, rather than an walk in clinic like previous years.
* 2 PPG members volunteered, TD to send details.
* SB mentioned that PPG members that volunteer will receive a free FLU vaccine.
 | TD |
| **New procedure for blood test print outs explained**PPG member would like to discuss new procedure when requesting blood test results. Patients now have to complete a form to receive a copy of a standard print out.* TD explained that this procedure has now been changed, patients are allowed to have a print out, but this will not been completed by reception. The request will be sent to another staff member, this will then be emailed/ posted to the patient.
* DS mentioned that all blood test results could now be viewed on the NHS app.
* PPG member mentioned that you can no longer walk in to receive a blood test, this is now all appointment only.
* PPG member asked if we have considered hiring a phlebotomist for the surgery. DS explained this has been considered, but funding has been used to hire other services.

**AOB**PPG member asked if we would be administering the COVID vaccine at the surgery. * DS explained that the surgery would only be administering the vaccine for patients that are housebound or in a care home. Age group for the vaccine is still to be confirmed.
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Meeting concluded 14:30

Next meeting date to be advised.