

Woodgrange Medical Practice

Patient Participation Group (PPG) Meeting

14th December 2020 via ZOOM 2:00pm
Minutes

Present Online

Darshan Kaur (General Manager Woodgrange Medical Practice)
Rahan Miah (Deputy Practice Manager Woodgrange Medical Practice)
Dr Parmar (GP Partner Woodgrange Medical Practice)

Chanel (Social Prescriber Primary Care Network PCN)
Chloe (Social Prescriber Primary Care Network PCN)

Pauline St Ledger (PPG Member) Angela Bannister (PPG Member)
Caroline Brown (PPG Member) Lorraine Francis (PPG Member)
Jennifer Sheikh (PPG Member)

Apologies

Peter Rekhaye (PPG Member), Stacia Whyte (PPG Member)

Ground Rules:

- This meeting is not a forum for individual complaints and single issues.
 - We advocate open and honest communication and challenge between individuals.
 - We will be flexible, listen and ask for help and support each other.
 - We will demonstrate a commitment to delivering results, as a group.
 - Silence indicates agreement – speak up, but always go through the chair.
 - All views are valid and will be listened to.
 - No phones or other disruptions.
 - We will start and finish on time and stick to the Agenda.
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Welcome to our 3rd virtual meeting – Introduction

PPG Group

- Opening of meeting PPG Chair
 - Minutes of last meeting
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Covid-19 vaccine update – Dr Parmar

The logistics and plan on how to deliver the vaccines to patients.

The clinics will run from 15th December to 17th December 2020
8:00am to 8:00pm (3 days).

This is the first cohort to vaccinate patients over the age of 80, the appointments for this batch will be held at Sir Ludwig Guttmann (SLG) centre, former Olympic site, Lea Bridge Road, E20 1AS.

The vaccines arrive in batches of 975 and these needs to be administered to patients within 3 days.

Suspended parking, available for patients to be dropped off and picked up for their appointments.

There is a mini cab service available for vulnerable patients, who can use this service. Speak to the practice at the time of booking the appointment.

Dr Patel's memorial wall

There is a memorial wall for Dr Patel next to room 2.

Nice painting of Dr Patel already on the wall.

More articles and photos to follow, and this will be framed and put on the wall.

eConsultation protocol – Rahan

There are flexible slots available for vulnerable patients.

A major alert added on patients record, (Pop up Alert) when medical notes loaded by any staff to make them aware of this.

There is an option to do handwritten eConsultation, if a patient prefers to come at the front door.

There will be a consultation on patient's record, giving the reason why the patient did not do eConsultation, for GP's to be aware.

Reception team happy to help and guide patients step by step on completing eConsultation forms over the telephone.

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Website updates – Dr Parmar

On our new website there's always new video's uploaded, information on PPG meetings, News from NHS.

CQC update – Dr Parmar

CQC review meeting on Monday 21st December 2020.

Once review received after the meeting this will be mentioned in our next PPG meeting.

AOB – Darshan

Question by Jennifer:

Is there any information on what the ingredient's that are used in the Covid-19 vaccination?

Dr Parmar:

We are unaware of the ingredients at this moment

Question by Jennifer:

What is the current status of online booking via patient access?

Rahan:

Currently there are no online appointments that can be booked by patients due to the ongoing pandemic. Patients are getting triaged after completing an eConsultation form, and at the doctor's discretion a patient will be asked to come in to the practice with an appointment, this is to reduce footfall in the practice and reduce the risks of coronavirus spreading.

Action Point – Nasima

Nasima will create a new Whatts app group with our PPG members; this will enable Nasima to send out meeting invites and information in the group.

All PPG members present agree to this idea.

Date of next meeting – via ZOOM

TBA