

**Selsdon Park Medical Practice
PATIENT PARTICIPATION GROUP**

**VIRTUAL MEETING
3rd November 2020**

**Start Time 6:30pm
Finish Time 7.15**

Present

Richard Kellaway (Chair), Marilyn Arbisman, Victoria Vyse, Akber Dungarwalla, Satish Desai, Helen Center, Brenda Hibbs, (Minutes) Pauline Copeman, (Practice Manager)

Apologies

Dr Alex Trompetas, Shaida Dungarwalla, Angela Thompson

1. Minutes of last meeting, 8th September .

Minutes of the last meeting were accepted as a true record.

2. Matters arising.

- ⑩ Michelle, who arranged the Health Talk, is from North Downs Hospital not Ashstead.
- ⑩ The Health Talk itself was felt to be a rather heavy advertising medium and hopefully the next talk will be less so. It was felt to be useful however and a good test of the system.
- ⑩ The newsletter for this month has not been produced as it was agreed earlier that newsletters would be suspended until after the pandemic.

3. Surgery News

- ⑩ Janet, one of the secretaries, will be retiring at the end of November after 18 years service at the practice. The group send her their thanks and best wishes.
- ⑩ Dr Mary Onianwa is on maternity leave, having given birth to twin boys.
- ⑩ The Primary Care Network (PCN) has appointed a physio to discuss musculoskeletal issues such as back pain, knee pain etc with patients on Thursdays and Fridays, generally by phone appointments. He does not replace the physio service, Connect Health, but acts alongside it.
- ⑩ The new paramedic, Laura, is full time visiting 1 patient per practice per day under the Primary Care network .
- ⑩ The Care Co-ordinator, Molly, who has recently started, is in the early stages of organising groups (peer support) of patients with the same conditions.
- ⑩ A replacement HCA (Health Care Assistant) will be in place soon as candidates are being interviewed next week.
- ⑩ The pharmacist employed by the Primary Care Network is now working five days a week.
- ⑩ Generally it has been found that the Primary Care Network of five practices is beginning to work very effectively together with monthly meetings of managers and regular weekly contacts.

4. NAPP (National Association of Patient Participation Groups) E-Bulletin

- ⑩ Marilyn drew the group's attention to Self Care Week and this information will be emailed on 13 November to all on the email list.
- ⑩ There has not been as much information from NAPP (The National Association of Patient Participation Groups) since the passing of the coordinator, Edith Todd.

5. Review of surgery website

- ⑩ The committee noted that the minutes have not been put on the surgery website since September 2019.
- ⑩ Amendments need to be made on the website re surgery talks
- ⑩ Generally the group felt that the website is easy to navigate, informative and clear.

6. Review of work plan

- ⑩ Progress during the pandemic has not been possible but dates for next year's meeting were agreed - see 10. below

7. Any Other Business:

- ⑩ Marilyn asked Pauline if medication reviews were being carried out. She replied that every time patients requested some whoever dealt with it did look at this. However, at some point soon, those who are on a number of medications should be called to go over them.
- ⑩ Pauline asked for feedback from those of us who have had telephone appointments. Satish, Victoria , Brenda and Marilyn gave very positive ones which she was pleased to pass on.
- ⑩ It was agreed to carry out a survey with those on the email list to ascertain what they felt about telephone appointments. Pauline would draft suitable questions.

8. Dates of Next Meetings:

- ⑩ Dates for next year's meetings agreed : 4th February. 31st March, 18th May, 7th September and 2nd November.
- ⑩ **The next PPG meeting** will be held on the 4th February.