

Selsdon Park Medical Practice PATIENT PARTICIPATION GROUP

VIRTUAL MEETING 8th September 2020

Start Time 6:30pm
Finish Time 7.10pm

Present

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

Apologies

Dr Alex Trompetas, Shaida Dungarwalla, Helen Center, Angela Thompson

1. Minutes of last meeting, 11th February:

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

2. Matters arising.

- ⑩ Two clinical pharmacists have been appointed and a further is one to start.
- ⑩ A Social Care Connector is in place and is available on Fridays to help patients complete forms and can be seen by appointment every Friday.
- ⑩ The Coordinator of NAPP (the National Association of Patient Participation Groups), Edith Todd has sadly passed away. Richard sent a letter of condolences. Richard sent a letter of condolences.

3. Surgery News

- ⑩ **Covid** – screens are provided in the reception area. All staff and patients wear face coverings.
- ⑩ Forty staff were tested for covid 19 and seven found positive.
- ⑩ Dr. C. Ross left the practice on 28th August.
- ⑩ Dr. Nisha Nair is re-joining the practice.
- ⑩ EPS4 is now in place. This is electronic prescribing. The aim is provide 95% of prescriptions electronically. Each patient will have a bar code.
- ⑩ Minor surgery clinics have restarted.
- ⑩ GPs are seeing more patients face to face, if necessary, following an initial telephone appointment.
- ⑩ Flu injections are now being given with the most vulnerable patients being contacted first. In addition there are two days which are specially devoted to flu injections the 3rd and 19th October.
- ⑩ Nurse Wendy has transferred to the Warlingham practice. There is now one diabetic nurse.
- ⑩ A new nurse, Lisa, is to start. She previously worked at the Royal Marsden Hospital.
- ⑩ Nurse Nicola is doing respiratory clinics.
- ⑩ Patients are being alerted to the online system, Doctorlink which is a facility which uses algorithms to diagnose patients.
- ⑩ The 111 service has slots reserved at the practice for patients. The duty doctor triages calls.
- ⑩ ENT and physio services have resumed.

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

There have been five bulletins since February. Richard suggested that members comment on the bulletins each time they are received.

5. Review of surgery website

⑩ The committee commented that the updated surgery website was excellent. Pauline thanked the CCG for their assistance.

⑩ The PPG newsletter section however did not have any entries from before September last year. Richard to organise a newsletter for the website. Hard copies will not be provided as there is not the footfall in the surgery and they cannot be made covid safe. A suggestion was made that real photos of the committee should be used on the website.

8. Review of work plan.

At the present the surgery talks for patients can only be virtual. Michelle from Ashdown Hospital has made suggestions for future talks and the committee felt that one on Stress and Anxiety would be very appropriate for the next talk and should be delivered in October.

- Further talks to be arranged on an ad hoc basis and to be held February, March, May and September.
- It was noted that the Patients' Satisfaction Survey couldn't be held due to covid nor could Awareness Week.
- The terms of reference of the group, (TOR) It was decided that these should now include the use of virtual as well as physical meetings.

9. Any Other Business:

None

10. Next Meeting:

The next PPG meeting will be held at 6.30, 3rd November, 2020.