

**Selsdon Park Medical Practice  
PATIENT PARTICIPATION GROUP**

**VIRTUAL MEETING  
7th September 2021**

**Start Time 6:30 pm  
Finish Time 7.25 pm**

**Present:**

Akber Dungarwalla, Helen Center, Marilyn Arbisman, Brenda Hibbs, (Minutes) Pauline Copeman, (Practice Manager)

**Apologies**

Victoria Vyse, Shaida Dungarwalla, Dr.Alex Trompetas, Satish Desai, issues regarding Zoom prevented attendance virtually. Satish visited the practice

**1.Minutes of the last meeting**

These were agreed.

**2.Matters arising.**

None

**3. Membership of the PPG**

- Following Richard Kellaway's resignation notices have been displayed in the surgery, a request for new members placed on the PPG website and the GPs have been asked to notify patients about the group. The committee had sent a letter expressing the group's satisfaction with the work the surgery has done during the past 18 months which was circulated to all staff. An oversight was made in that this was not formally acknowledged.
- It was agreed that future members of the PPG may meet at different times to accommodate patients who find meeting in the evening difficult.
- In the meantime it was agreed that meetings will continue virtually.
- Pauline will ask Satish if he will monitor emails sent to the PPG's email inbox.

**4.Surgery news (including progress on Covid booster vaccinations and flu jabs.)**

- There have been difficulties in planning future vaccinations due to shortages in vaccines and lack of certainty when these will arrive. Currently the practice has been informed there is a one to two week delay, the practice will only get a week's notice for the arrival of the flu vaccine.
- There continues to be a disruption regarding the availability of bottles for blood collection, this has meant the surgery only performs urgent blood tests currently until the situation is under control.
- The surgery has continued to provide a full service for all patients, with GPs still using phone and video where appropriate. Patients have been invited in for face to face consultations. 99 % of the sessions with nurses have been running: diabetic clinics, blood, baby clinics, cervical smears, mental health reviews, disability health reviews.

- Blood pressures have been monitored under a new system, BP at Home, with machines on loan– this to continue until December.
- Diabetes Service now run by Croydon University Hospital not Bromley Health
- Numbers attending appointments have increased.
- Collaboration has continued with Mitchley Avenue, Old Coulsdon, Bramley Avenue & Woodcote surgeries as part of the PCN (Primary Care Network)
- The surgery's paramedic has monitored patients with covid and supplied oximeters to check oxygen levels in the hope to prevent hospital admissions.
- Patients are still asked by receptionists the reason for their request to see a GP. This is in order to make the service more efficient by signposting the patients to the relevant professional.
- Microsoft ceased using explorer and changed to Edge which has caused issues for the surgery when trying to access various websites, this is being addressed currently.
- Connect Health ( who run the contract for physiotherapy services) are in the practice for five days a week.
- Dr.Cresswell is pregnant and will be leaving next February for maternity leave.
- Alexandra Coull now ST3.
- Pearl is a new ST2.
- Kim, the prescribing manager ,is leaving in December; the surgery is recruiting through NHS Jobs, the surgery website and Facebook.
- The FCP ( First Contact Practitioner) Anna continues to cover issues connected with bones, back aches, neck problems ,knees and ankles. Her remit is to try and encourage patients with such issues to book with her first and not the GP.
- Podiatry services take place every Wednesday.
- The Triple A service ( abdominal, aortic, aneurysm) is running, by invitation only, one a Monday twice a month from the surgery.
- Students are on placement in the practice from Imperial College and St. George's.
- The practice continues to promote breast, cervical and bowel screening and non attendees are followed up, by the surgery and the screening services.
- Contact Submission Forms are now available enabling patients to contact the surgery online.

#### 4. Review of Surgery Website.

- Akber suggested that a newsletter be compiled highlighting the work of the surgery during the past 18 months. Pauline will ask a couple of GPs to write about their experiences regarding virtual consultations. The emphasis of the newsletter to be on the good work that the surgery has undertaken.

#### 5. NAPP Ebulletins

- NAPP bulletins will be circulated to the group via Pauline.

#### 6. Review of work plan.

- It was agreed that future health talks will be held by Zoom and Pauline will liaise with North Downs.
- All members to consider putting forward uplifting items for the winter newsletter to go out in September with GP experiences and feedback from patients.

## 7. <sup>[L]</sup><sub>[SEP]</sub><sup>[L]</sup><sub>[SEP]</sub> **A.O.B.**

Helen has been visiting the surgery on almost a daily basis and wanted to record how calmly, professionally and politely the reception staff talk to patients on the phone.

## 8. <sup>[L]</sup><sub>[SEP]</sub> **Date of next meeting** <sup>[L]</sup><sub>[SEP]</sub>

- November 16th 2021 (Zoom)