

Patient Participation Group Minutes from meeting 12 07 2022

Held via Microsoft teams

Present: Shaída, Marilyn, Elaine, Victoria, Satish and Pauline

Apologies: Helen IT trouble, Brenda

1. Welcome
2. Elaine introduced , to do a more in depth introduction at next meeting
3. Surgery news:
 1. New receptionist Yvonne has started and seems to be settling in well
 2. Dr Nisha Nair is leaving us with her last working day being Monday 25th July 2022. Nisha is relocating to France with her young family & husband
 3. Dr Melissa Sanders has returned to work for us during the summer having been with us the last 2 summers
 4. Dr Alexandra Coull has now passed all her exams, having completed her ST3 rotation here at Selsdon Park we are delighted that Alexandra has agreed to join us as a salaried GP from mid September, after she takes a well deserved break
 5. Ruth Brunning will be joining us in October. Her role is that of a ANP (Advanced Nurse Practitioner). For those of you who remember Sue Earl Ruth will be doing a similar role
 6. Thank you to those who returned the extended hours questionnaire. Currently the PCN we are part of are looking at extended hours and how they are delivered in practice. Looks like Saturdays will be on the cards, this will be delivered from Woodcote Surgery in Purley. More information to follow as the programme is designed.
 7. CCTV is being installed at the surgery as well as locked doors to corridors this is to increase the security for the staff and patients.
 8. Paulette is our new PCN Care Co-ordinator she has only been with us a month and already she is making an impact.
4. Pauline asked how patients found the waiting room since restrictions have eased. Elaine commented they are fine, people tend to sit where they feel most comfortable.
5. Wearing of face mask in the surgery – we believe patients with respiratory conditions and those who are at high risk should continue to wear a face mask when in the surgery, but we will not be in forcing it.
6. Pauline asked for feedback on how the surgery is doing from a patients perspective – Marilyn was very positive and v grateful for the service we offer. Shaída commented that we are definitely the best surgery, in her role within secondary care she has contact with many patients from different surgeries and said some of the stories she hears she knows would never happen at Selsdon. Elaine commented that she is happy with the service apart from having to wait 4 mths to see a GP. Pauline discussed this with her and apologised Satish commented he is very happy with the surgery
7. Spoke about prescriptions and how people were finding the service. Shaída commented that she used sa service called RX Live who deliver and request her prescriptions never had an issue with them. Satish said Lloyds pharmacy good especially if you go in off peak house about 2ish he finds is a good time. Reminded all of Olivia who replaced Kim as prescribing clerk. If you have any prescription enquiries you can contact her at the surgery.

8. General around the screen check in how people are.
9. Website discussed need to amend the news including mask wearing in the surgery and complaints policy
10. Talks agreed to try and arrange a in person patient talk. Pauline to liaise with Michelle @ ND for a speaker, also contact St John's re hall, limit numbers so can spread out

Next meeting will be a joint meeting with Mitchley Avenue PPG