

South Norwood Hill Medical Centre

Patient Participation Group (PPG)

11th September 2023 Meeting Notes

1. **Members Present:**

JC (Chair), Dr James Ojo, Dr Ide Ojo, PS (PPG Member)

2. **Apologies for absence:**

CB, OM, MR

3. **Matters arising:**

It was agreed that these would be dealt with under the other agenda categories

4. **CQC inspection:**

Dr Ojo advised the meeting that the rules for the inspection are changing. They are moving away from site visits and instead looking at reports and other performance indicators saving visits for specific issues

5. **Staffing:**

Staff wellbeing was being treated as a high priority - a package from Peninsula offered private counselling, offered emotional support and monitored annual appraisals. Two receptionists had received care navigation training. A health and wellbeing coach had been introduced. Homebound patients with ailments such as diabetes and dementia were getting home visits with weekly clinics on Wednesdays and Fridays in the last month. Monthly meetings were being held to look at whole care packages e.g. diet, medication, blood tests. A mental health specialist session on Mondays afternoons for issues such as depression and anxiety

6. **PPG**

DR I Ojo (IO) mentioned the Removal of Patients Policy and asked the PPG for feedback this has been now been circulated and Julie has already given IO feedback. A flyer for recruitment to the PPG has now been circulated to PPG members and some feedback has already been given to Ide

7. **AOB**

To maximise GP resources those who are frequent DNAs or double bookers are being looked at. Offering patients telephone appointments to avoid people having to take time off work was being encouraged as well as on-line prescriptions and people being able to see their medical records on-line e.g. test results, vaccinations. The average telephone response time was 20 seconds and the rate of dropped calls was less than the national average

8. **Time and Date of next meeting**

It was suggested that 5pm on Monday 13th of November face-face would work but if new members couldn't arrive till 6pm then that could remain the time