

South Norwood Hill Medical Centre

Patient Participation Group (PPG)

Monday 6th December 2021 Meeting Notes

Present

JC (Chair)

Dr James Ojo

Dr Ide Ojo

CB

LW

RR

Apologies

None were received

1. The meeting was opened and members were welcomed
2. Staffing: The main issue is a shortage of receptionists – other local practices are also suffering. CB suggested advertising vacancies on local Facebook pages eg South Norwood Net. The healthcare assistant is working out well, freeing up time for Margaret
3. The new telephone system has been installed – there have been some teething problems which hopefully will be overcome shortly
4. Covid: the new variant was causing lots of queries and further anxieties re coming into the surgery. It was raised that people who were fully vaccinated are getting invitations to come in for vaccinations although it was agreed this was beyond the practice's control as they were only responsible for homebound patients
5. CQC: no news on this front and the new Covid variant meant there was more focus on remote monitoring. Monthly reports were being dispatched. There was a threat of unannounced visits and with this in mind the SW London CCG was offering support. The premises issues identified had now been resolved
6. Flu jabs: very good take up for over 65s but worryingly poor for younger patients with a high % of no-shows

7. AOB: with staff shortages through sickness repeat prescriptions have fallen behind. Dr. Ojo agreed to take charge of this and get things up-to-date
8. Date of next meeting: Monday 7th February 6pm via Zoom