

**South Norwood Hill Medical Centre**

**Patient Participation Group (PPG)**

**Monday 25<sup>th</sup> October 2021 Meeting Notes**

**Present**

Julie Cook (Chair)

Dr James Ojo

Dr Ide Ojo

CB

LW

RR

**Apologies**

TS

1. The meeting was opened and members were welcomed
2. Staffing: Joy had left but Margaret had increased her hours. We now have the services of a healthcare assistant.
3. A new telephone system was to be installed shortly giving greater capacity 6 lines to 12 lines allowing 25 in the queue
4. Covid: patients were now coming in the surgery but in smaller numbers than before. It was expected that case numbers would rise during the winter months
5. CCG: SW London office in Wimbledon; on-line meetings; system not fully utilised but will help with data management
6. PCN: the Practice is in the Thornton Heath PCN; use of a paramedic for some home visits; mutual support for patients sharing the same condition
7. Flu jabs: very good take up; some issues with lack of pneumonia vaccine but now resolved
8. Date of next meeting: Monday 6<sup>th</sup> December 6pm via Z