

## South Norwood Hill Medical Centre

### Minutes of meeting of PPG held on Monday 12<sup>th</sup> June '23

#### Present

JC(Chair)

OM (Minutes)

GP (Remotely)

Dr J. Ojo (Remotely for part of the meeting; retired unwell)

Dr I. Ojo

#### Apologies for absence

CB

PS

#### Matters arising from previous meeting

- Proposed summaries of post-Covid PPG meetings have not yet been completed. Action in progress.
- Action Plan created in response to not yet made available to Chair of PPG.
- Audit of premises with respect to Health and Safety has been carried out and an Action Plan set in place:
  - annual infection control audit;
  - effective arrangements for waste disposal;
  - clinical room compliant with required standards;
  - fire doors.
    - Clinical incident reporting (at least two events annually- patients special requests).
    - Control drugs audit – a clear process to manage compliance with NICE guidance. Policy in hand to effectively manage long-term conditions through an extension of co-productive relationships. This has meant an expansion of the clinical team to include a Physician Associate (PA), targeting dementia and mental health, and a phlebotomist.
    - Staff welfare and satisfaction has been prioritised. Learning Plans addressing Personal and Professional Needs have been set in place.
    - Attention to any deficit in ICT system currently employed is well under way.
    - Action to improve MMR and pre-school boosters has delivered results.
    - Action to improve arrangements around the number of cervical smears conducted.

#### 4. CQC Action Plan and progress

- No CQC report has not been received – a lack of coordination is blamed orr the delay. SWLP has requested an updated plan.
- A work plan is in progress as an inspection is anticipated. This adheres to the CQC template,

which is continually updated.

- South West London Transformation helps to support improvements in patient access; most particularly with regard to telephony.

- Vulnerabilities are being addressed: one such instance is patient records.

## **5. Patient Specific Issues**

### **Staffing**

- The Salaried GP has resigned. An additional locum has been appointed, offering extended time availability. Physician Associate (PA) started on 15/05. PCN will fund PA for 1 day weekly beginning in mid-June.
- Health and Well-being Coach, employed by PCN, attends to house bound diabetic patients.
- Appointment of a phlebotomist has been prioritised. This means that Dr J. Ojo can be relieved of this task.
- Community pharmacist, Day Lewis, has been commissioned by SLWICB to carry out hypertension monitoring.
- Results will be collated for the purposes of medication review.
- 3 new receptionists have been appointed, so that the position is now fully covered. There is now a complement of 8 receptionists in total. This ensures adequate cover at peak times.

### **Feedback from patients**

- There is an improvement in the number of returns; an average of 80+ % satisfaction rating. Reminders are automated and management is included in the staff induction package. PCN involved in the decision-making as to how this will be taken forward, in terms of the eventual link to clinics/clinicians.
- Automated call-back to be an integral element of new GP contracts. Some 10% of calls are abandoned.
- Better interaction with cloud based system will improve management/monitoring of data.

## **6. SNHMC Website**

There are plans to add additional information to be placed on the website. Matters concerning the publicity of the existence of the PPG or any actions toward its efficacy as part of a co-production strategy remain in discussion.

### **A.O.B**

Question raised about arrangements for patient who are immunity suppressed. It was reported that GPs are not involved in the administration of such care; falls within the remit of South West London Partnership (SWLP) Medicines formulating and organisation.

### **Date of the next meeting**

Monday 11<sup>th</sup> September 2023

OM

9<sup>th</sup> September 2023