

## South Norwood Hill Medical Centre

### Minutes of PPG Meeting held on 9<sup>th</sup> September 2024

#### 1) Members present

Julie C (Chair & Minutes)

Pauline S

Mustafa E (New member)

Dr J Ojo

Dr I Ojo (Additionally Practice Manager)

#### 2) Apologises for absence

Grace R (member)

Olga M (member)

Dave J (member)

#### 3) Matters arising from previous meeting 24<sup>th</sup> June 2024

There were none

#### 4) CQC Update

- The Government is reviewing the CQC system as many GP have raised complaints / **concerns regarding current CQC inspection process, and they have staff shortages.**
- No date for inspection has been notified.

## 5) PPG Recruitment

- The summer event had proved successful and a lot of interest had been shown. Dr I Ojo was going to follow up with these patients re the next PPG meeting and the Chair offered to help

## 6) Staffing

- No significant changes to staff except for receptionists – two on maternity leave but cover has been found

## 7) Practice Primary Care Service

- Dr Ojo explained the Practice **Proactive care for vulnerable patients** including hospitalisation, housebound patients, those helped by neighbours, and those with end-of-life conditions. The surgery has **MDT meetings which includes the other local surgeries in the Crystal Palace Neighbourhood (Upper Norwood and Auckland)**, to discuss care for these patients.

## 8) Patient Access

- Dr Ojo explained the processes for registering new patients saying it was now much more thorough eg getting information about patients lifestyle eg smoking and weight as well as health records
- Dr Ojo said there was a lot of flexibility about how patients were treated with on-line, telephone, walk-in and video options available with the six practice hub allowing appointments at more days and times

## 9) Appointments

- There had been some unused slots but this was obviously not the case when Doctors were on leave
- Where possible patients were directed to see the nurse, physio or other staff rather than the GPs

- The standard practice was a two week wait for non-urgent appointments
- Patients were encouraged to undergo blood tests at the surgery as they are more thorough than hospitals

#### **10) Covid 19 and other communicable diseases**

- **There are financial constraints on when flu vaccinations and to avoid wastage, RSV, a new vaccine for respiratory infections for the vulnerable is being given the priority. The current guideline is to give RSV vaccine first, before flu.**
- **COVID vaccinations are still available to the old and vulnerable. The practice is working with the PCN and relevant services to vaccinate the housebound patients.**

#### **11) AOB**

- The Chair agreed that Minutes of PPG meetings would have the names of people removed before they appeared on the website

#### **12) Date and time of next meeting:**

Monday, 11<sup>th</sup> November 2024 at 5pm