



**PPG Meeting Minutes
Thursday 15th September 1-2pm**

Attendees:

Dr V Rathore – Senior Partner
Niroshan Gobalan – Practice Manager
Nayzeeia Alam – Operations Manager
Kiran Kaur – Assistant Practice Manager
Sunitha Bhat - Administrator
E S
K H
P L
H S
J C

Welcome & Introductions

Dr Rathore opened the meeting by introducing herself it was the first face to face meeting post COVID. She was pleased to see the PPG members and welcomed them. Niroshan Gobalan introduced himself as the new Practice Manager and expressed his gratitude to the PPG members for attending.

Primary Care Network (PCN) comprises of the following surgeries:

Barking Medical Group Practice
Whitehouse
Ripple Road
Highgrove
John Smith
Dr Chibbers Practice
Halbutt Surgery - Dagenham (latest practice to join the PCN)

PCN Services available In-House (ARRAS Role)

First Contact Physiotherapists - Two Staff (Wednesday)
Clinical Pharmacist-
Care Coordinators
Pharmacist technicians (Monday)



Benefits of being part of PCN

The aim is to work together in collaboration in order to deliver better quality of service and care to the patients in the area. To ensure transparency between practices and the community and for the group members to take an active role in providing suggestions and ways to improve services. The benefits also include, increased team building and sharing of knowledge.

Extended hours

The PCN is aiming to roll out an enhanced access as a way of finding solutions for patients to see GPs and other clinicians. These services will operate 8-8.30, 7 days per week and will be located at the following:

Barking Community Hospital
Porters Avenue
John Smith Medical Centre

E-Consult and booking appointments

Appointments are available to book via econsult online and over the telephone. Reception are responsible for triaging the calls to the appropriate clinician or service from the PCN. Appointments can be booked as a face to face or telephone according to patient preference. Our Services have fully resumed since after Covid.

Patients can request a double appointment when there is more than 1 problem to discuss. However, this depends on availability. We continue to prioritise appointments for over 75's and other vulnerable groups' patients.

Interpreter Services

These services are available and can be booked in advance with reception.

Covid Booster

Patients that have received a letter regarding the Covid booster can book online using the National Booking System

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>. Occasionally there is a walk in clinic at Barking Hospital on Saturdays and dates are updated regularly.



Zero Tolerance poster on display

Dr Rathore explained the recent incident and afterwards how she was finding it difficult to retain staff as the demands became too high for staff. Patients needed to be more co-operative and understanding.

A patient asked regarding the Zero Tolerance Policy. It was advised that a Zero Tolerance poster was displayed on the notice board and an announcement was also played on the phone system. A security camera is in place at the Surgery that covers inside and outside the building.

Creating awareness in the community

Dr Rathore raised how it would be best to get information out to the wider community. The PPG suggested awareness via faith groups and libraries. Receptionists already signposting patients and triaging calls as they come through.

Flu vaccinations season started

Week commencing 12.09.22. Most of our PPG members received the flu vaccination today.

Agreed Action: Problems still being experienced with telephone line, even after new telephone system installed. Telephone lines being cut out, this is to be investigated by Operations Manager.

PCN PPG Meeting

This will meet quarterly names of PPG members interested will be passed to PCN for next meeting. Currently one member K H has expressed interest and his details have been forwarded for the next meeting.

Next Meeting – To Be Arranged