



## PPG Meeting Minutes Thursday 07<sup>th</sup> September 2023 1-2pm

### Attendees:

Dr V Rathore – Senior Partner  
Dr N Parkar – Senior Partner  
Niroshan Gobalan – Practice Manager  
Kiran Kaur – Assistant Practice Manager  
Nayzeeia Alam – Operational Manager  
Dr Artur C – Junior Doctor  
Dr J Lamina - Junior Doctor  
Dr G Flores - Junior Doctor

ES (apologies)  
PL (apologies)  
HS (apologies)  
KH (Chair PPG Leader)  
JC  
SA

### Introductions

NA opened the meeting, introductions were carried out and the new member AS was introduced. The team was informed that ES previous PPG chairman has retired. He was recognised and praised for all his hard work. A special thank you by Dr Rathore. KH was announced as new PPG Chairman.

### 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



# BARKING MEDICAL GROUP PRACTICE

DR VISHAL RATHORE & DR NAHEEDA PARKAR



## PCN Services available In-House

Physiotherapy x3

Clinical Pharmacist x3

Under 16's Mental Health Practitioner

Adult Mental Health Practitioner

## Benefits of being part of PCN

The PCN comprised of approximately 30,000 patients. The aim is to work 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 sharing of clinical staff (ARRS), increased team building and sharing of knowledge.

## Prescriptions

JC raised that there was a problem with prescriptions being processed after two weeks explained the normal turnaround for prescriptions is 48hrs. We have not had any email or contact from any pharmacy to suggest there is a problem. Patients asked how best to request a prescription, advised need to physically put in at the surgery alternatively via the pharmacy. We are also accepting direct emails on [nelondonicb.bmgprx@nhs.net](mailto:nelondonicb.bmgprx@nhs.net) or online access.

<https://www.barkingmedicalgroup.co.uk/online-services>

## Telephone lines

SA asked if phone lines could be changed so that there was not too much waiting on the line before the options begin, advised unfortunately this was not possible from our telephone provider.

## Extension of Building

NG – explained that our request for the buildings expansion application has been supported by NEL ICB and we are looking to build another 2-4 clinical rooms. Work should commence from March 2024 and this should last approximately 6 months. Patients should expect some disruption with more appointments to be offered at our branch site – Orchards Health Centre.

## PCN PPG Meeting

KH expressed his disappointment with PCN as has been unable to contact with them since the previous meeting as the care co-ordinator has left. Dr Rathore agreed she would discuss with Business Manager – Demetri in next PTI Meeting.

Upney Lane Surgery  
130 Upney Lane  
Barking IG3 9LT  
Tel: 020 8477 4317

W: <https://www.barkingmedicalgroup.co.uk/>  
E: [barkingmedical.grouppractice@nhs.net](mailto:barkingmedical.grouppractice@nhs.net)

The Orchards Health Centre  
Gascoigne Road  
Barking IG11 7RS  
Tel: 020 8709 1855



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**Action Plan:** Update the contact person details for PCN on the Next PPG meeting. Meanwhile, if they have queries or concerns, contact our Practice.

## **E-consult and booking appointments**

We are currently offering approx. 45- 50 appointments per day on E-Consult. Appointments are triaged to the relevant clinician from the PCN In-House services or to a Doctor depending upon the nature of the econsult.

## **Information Sharing**

PPG members raised that information be shared with the patient when referring to econsult in terms of times available. For example Monday – Friday 7:30am and to inform patients that it goes offline once maximum capacity is reached. Although we do try to make every effort to provide this information this will be fed back to the Reception team to improve.

Action Plan- PM to contact e-Consult team to update the portal  
Update: E-Consult Portal has been updated on 25.09.2023

## **Flu vaccinations season started**

Week commencing 18.09.22.

## **Next Meeting – To Be Arranged**