

**Wandsworth Medical Centre
Patient Participation Group (PPG) Meeting Minutes
Wednesday 29 January 2020**

<p>1. 1.1 1.2</p>	<p>Introduction and Welcome</p> <p>Attendees: Dr Ruslana Popelyuk (RP) – GP Partner, Arleta Morgiel (AM) – Practice Manager, 6 patient representatives</p> <p>Apologies: 2 patient representatives</p> <p>Minutes and issues raised in the last PPG meeting held on 2 October 2020</p>	<p>AM</p>
<p>2.</p>	<p>The Practice Updates</p> <p>Clinical and Admin staff</p> <p>Doctors:</p> <ol style="list-style-type: none"> 1. Dr Ruslana Popelyuk – Monday – Wednesday 2. Dr Tania Schroeder – Monday – Wednesday 3. Dr Aryan Jogiya – Tuesday – Friday 4. Dr Teresa Brew – Wednesday – Thursday 5. Dr Violeta Hussein – Wednesday, Friday 6. Dr Marya Faizullah-Khan – maternity 7. Dr Gloria Chan – Wednesday – Friday 8. Dr Vasugi Vijayaratna – Monday and Tuesday 9. Dr Alison Bentley – Monday, Tuesday, Thursday and Friday 10. Dr Fiona Ritchie – Monday, Tuesday, Thursday 11. Dr Christina Bilalian – Monday, Wednesday, Thursday, Friday 12. Dr Christopher Bosshardt – Monday, Tuesday, Friday 13. Dr Robin Cohen - Tuesday – Friday 14. Dr Diya Kapila – Monday – Friday <p>Physician Associates:</p> <ol style="list-style-type: none"> 1. Sabrina Le Cras – Wednesday – Friday 2. Emma Hunte – Monday – Friday 3. Azna Edoe – Monday, Tuesday, Wednesday, Friday <p>Nursing Team:</p> <ol style="list-style-type: none"> 1. Rebecca Thorn – Monday – Friday 2. Julie James – Monday – Friday 3. Agnes Monney – Monday – Friday <p>Opening Hours: Monday – Friday 08:00 – 20:00 Saturday 09:00 – 12:00 and 13:00- 16:00</p> <p>Positive patients’ feedback about newly recruited salaried GP.</p>	<p>AM</p>

3.	<p>Wandle Primary Care Network</p> <p>We are very excited to have joined the Wandle Primary Care Network. This is a new contractual arrangement where local GP surgeries come together to improve the existing services and to provide further services for patients. In Wandle PCN there are 5 practices (Wandsworth Medical Centre, Triangle Surgery, The Southfields Group Practice, The Earlsfield Surgery, and Elborough Street Surgery) and we have already within our network introduced many new exciting services. We have PCN Pharmacist who is now available to see patients for medication reviews and minor illnesses on Tuesdays, Wednesdays at Fridays. The PCN Pharmacist is to support GPs with urgent and routine appointments. It is to facilitate patient access to the right expert health professional. The PCN Pharmacist works as part of the clinical team to improve value and outcomes from medications reviews and consult with and treat patients directly. They also support GPs to focus their skills where they are most needed – diagnosing and treating patients with more complex conditions.</p> <p>The PCN Social Prescriber is available for face to face appointments and telephone consultation on Mondays. Its role and aim in the GP surgery is to support those under current GP care who may have an issue which is non-medical. The Social Prescriber aims to save GP's time and effort by helping these people find support outside of the primary care system. The main criteria for booking appointments with the Social Prescriber include the following: anyone aged 18+ can use the Social Prescription Service such as Form filling for benefits applications - PIP, attendance allowance, Freedom Pass Blue badge, Taxi-Cards etc., Mental Health help - those suffering with low level anxiety, depression, work stress, bereavement. Housing/finance issues - issues with housing or homelessness can be referred to a Social Prescriber with the aim of signposting to relevant organisations. Similarly, with financial issues, signposting to relevant organisations could benefit an individual. Family Support/networking - young parents or those struggling with looking after disabled children could benefit from the service. Weight management - those looking to lose weight can be referred to the Social Prescription service, this may involve suggesting relevant local services and drawing on individual motivations to identify a goal. Social Isolation - many people may be suffering with loneliness and isolation, linking these patients to groups and support locally could be beneficial. Carers – patients who care for relatives and friends and don't realise they come under the category of a carers, linking carers to relevant support networks could aid in their daily lives. Elderly support - finding help at home, finding day centres and dementia support similar are something a Social Prescriber could do with an individual/family. Any other non-medical issues can be considered as long as those in question are 18+ and not in crisis.</p> <p>The PCN IT Facilitator is to support the management and administration team with the IT matters.</p>	AM
4.	<p>I. Patients' feedback</p> <p>II. Friends and Family Feedback</p> <p>Good overall score 82% - 91%</p> <p>As part of the NHS England requirement, the surgery continues to carry out the</p>	AM

	<p>Friends and Family Survey. Over the last 3 months, there have been 142 responses with 86% of people saying that they are either 'Likely' or 'Extremely Likely' to recommend the surgery to their family or friends. October, November, December reports available.</p> <p>Things to improve and feedback from patients</p> <p>"short slots"</p> <p>III. "Did Not Attend" Report</p>	
5.	<p>I. AOB</p> <p>II. Next meeting in May</p>	AM