

Wandsworth Medical Centre
Patient Participation Group (PPG) Meeting Minutes
Wednesday 02-03-2022 18:00 – 19:00

1.		AJ
1.1	<p>Introduction and Welcome Due to Pandemic the PPG have been unable to meet since January 2020</p>	
2.	<p>Practice Covid-19 pandemic journey</p> <p>Covid-19 Pandemic and how we managed throughout What we have achieved while taking care of our patients differently</p> <p>Total telephone triage switchover at the beginning of the pandemic</p> <p>We have changed face-to-face appointment to total triage and only clinically vulnerable patients were seen face-to-face Clinical staff looked after patients through video calls and telephone consultations Nursing Team called patients from vulnerable category and weekly reviewed their health and care needs Temporary suspension of annual reviews for patients with long-term diseases, e.g. diabetes, asthma, COPD, hypertension</p> <p>Face-to-face appointment release gradually as per patients' needs Increased demand for face-to-face-appointment</p> <p>Services re-started partially e.g. childhood and adult immunisations, cervical screening, blood test, spirometry, health checks including long-term disease annual checks</p> <p>Introducing new telephone system and ability to monitor patients' demand and swift response to incoming phone calls Challenging start due to changes of the system and patients' expectations The system is in full use and beneficial to the surgery Ability to monitor incoming calls throughout the day Opportunity to monitor demand and how to allocate additional staff to answer calls</p> <p>Promoting short messaging system during pandemic, ability to communicate with patients via short messaging service (AccuRX) Ability to send copies of forms, referrals, other information e.g. link to services available within community, mental health, self-help, etc</p> <p>New digital model of offering various ways of appointments – virtual/remote and</p>	AM/AJ

	<p>face-to-face with current tendencies to offer more face-to-face appointments</p> <p>Covid-19 Vaccination site at St Barnabas Church, a huge success thanks to our PCN staff and volunteers, successfully delivered nearly 100,000 vaccinations</p> <p>Cancer Safety Netting Protocol implemented in the surgery to look into the back log of the referrals and hospital appointments cancelled due to pandemic Taking extra care to ensure referrals are not lost and patients are seen according to their health needs</p> <p>Practice new staff members including new doctors and new receptionists</p> <p>Dr Nikita Shah Dr Soraya Akl Dr Sara Musawi Dr Jessica Gubbin Dr Elise Dalman Dr Qurratul-Ain Chou</p> <p>Opening of the new Site at Mapleton Crescent initially open for the flu vaccination clinics and then gradually PCN staff and Practice staff located to see patients</p>	
3.	<p>Primary Care Network Team formed in 2019 as a network of 5 other surgeries (Southfields Group Practice, Earlsfield Surgery, Triangle Surgery and Elborough Street Surgery)</p> <p>Aine Hackett – Clinical Pharmacist medication review and minor illnesses Mark Westron – Paramedic home visits and minor illnesses Conchita Rilo – Paramedic home visits and minor illnesses John Keen-Tomlinson – Social Prescriber Justyna Drozdowska – Physiotherapist</p>	AH JK-T JD CR
4.	<p>AOB</p> <p>Next PPG meeting – Autumn 2022</p>	AM
5.	Attendees: Dr Aryan Jogiya, Aine Hackett, Conchita Rilo, John Keen-Tomlinson, Justyna Drozdowska, Arleta Morgiel (minutes), 23 patients connected remotely	