

PPG MEETING MINUTES
Held on Thursday 1st September 2022

Meeting Started at 1pm at Sangam Surgery
1 Toronto Avenue E12 5JF

Present:

Practice staff: Dr Gowda, Dr Shah, Meena, Selvi and Rani

PPG Members; Mr Stephen Lashmar (Chair), Mrs Chandramathi Sreedharan, Mr D Parmar,
Mrs J Beach, Mr T Mistry & Mrs V Mistry

Apologies: Mr R MAHARAJ, Mr M ROBIN, Miss P KAUR & Miss J ARGYLE

Agenda for meeting Thursday 1st September 2022

1. Welcome & Introduction / Vision (Steve Lashmar new PPG Chair)
2. Our New Surgery (Partners).
3. Behind the scenes (Meena)
4. Your Views. (Discussion)

Questions from PPG Member Rizwana Shakoor

Face to Face appointments update

Mis Diagnosis and Delays in treatment

Late prescriptions

Unacceptable Delays in Answering Telephone

5. New Blood (group discussion) Do we need more PPG Members?
6. Any Other business.
7. Next Meeting

Welcome

Dr Gouda thanked Stephen Lashmar for accepting the role as our new Chair and presented a bouquet of flower and card.

Stephen Accepted these with grateful thanks.

1. All present introduced themselves and were presented with a detailed sheet on what is expected from the PPG group and members. This as follows: -

Ground rules for PPG member as follows
The Surgery does NOT want the PPG forum as an open session of complaints
we are looking for some productive discussions.

1. All Patient Panel members will adhere to the Practice Patient Confidentiality Code. Mobile phones should be switched to silent during meetings, except if a panel member has extenuating circumstances where their phone cannot be switched to silent. (Chair to be informed prior to opening of meeting)
2. Any agenda items should be directed to the Chair / Secretary at least 1 week prior to the scheduled meeting date.
3. PPG meetings are not a forum for individual complaints and single issues.
4. The PPG advocate open and honest communication and constructive challenge between individuals
5. The PPG will be flexible, listen, ask for help and support each other.
6. The PPG will demonstrate a commitment to delivering results as a group.
7. The PPG will start and finish on time and stick to the agenda.

The above was agreed by those present.

Dr Shah asked to keep her phone on as she was expecting an important call.

2. Our New Surgery
3. Behind the scenes.

Dr Gowda DR Shah and Meena explained the layout and operation of the new premises and how this has evolved as we are coming out of the Covid Era.

The practice is soon to be welcoming medical students to shadow GP's and there is now a resident Physio therapist who holds twice weekly assessment & treatment sessions.

Also, Mr Lashmar explained how he is personally assisting the surgery with a planning issue. When the practice opened it had applied for extended opening hours to facilitate additional appointments from 6pm to 9pm. This at the time was rejected by the London Borough of Newham.

Mr Lashmar now has contacted our MP, Sir Stephen Timms who has given his unequivocal support for this when the application is re-made. Also, Mr Lashmar has now had a meeting with the local councillors, one of whom is a member of the LBN planning committee.

It is now hoped that when all is confirmed a new application can be made with a certain hope that it will be approved. This would then facilitate up to a further 9,000 appointments being available each year. Also, it is hoped the council will re-think and assist with parking vouchers for visiting locum Doctors.

4. Your Views (open discussion)

The items raised by PPG Member Rizwana Shakoor were discussed and others present explained that they too had experienced difficulties in contacting the surgery by Telephone.

Meena explained that when they switch the phones on at 8am there is up to 50 calls already in the queue. They believe that within 8 – 10 minutes all those in the queue have been processed. Each person requesting an appointment is vetted with their medical record being briefly accessed. Any difficult cases are referred to the practice management or duty doctor. Any call that has left messages are always recontacted by the admin staff. Any callers that decide not to wait in the queue have their number sent to the admin and are also re-contacted.

At present the practice is using locum cover to fill its quota for doctor cover and at present Sangam is providing Face to face (F2F) appointments for at least 20% of those requested. This is backed up by telephone appointments for those who are deemed able to have their condition or symptoms discussed without the need of a F2F appointment. Other tasks such as tablet reviews are passed on to the practice pharmacist to deal with.

Dr Gowda and Meena also discussed the use of smartphone and computer app's such as NHS, MyGP and Patient Access which allows the user to order repeat prescription or make appointments online. With full access granted patient your persona; records may also be viewed.

Some patients though still only have recourse to a landline phone, for these the telephone line is the only way of contact. Therefore, persons arriving at the practice reception will still be assisted and the repeat prescriptions box is still available.

At this point it was announced that all the pharmacies will no longer be able to request repeat prescriptions on behalf of patients. This due to ongoing issues with the pharmacies. Anyone using this service should contact the surgery via the Apps' discussed or by using the prescription box.

If you are given a blood test form, you should now contact www.swiftqueue.co.uk/elft.php this is a new on line service that allows you to make an appointment at your selected blood testing centre. A PPG member said she was able to still walk into the Church Road clinic and explained she did not have the ability to use a computer and was asked to wait. Within a short while the blood test was done.

Surgery is arranging the two events i.e. Macmillian coffee day on 30th September and Halloween day on 27th October.

5. New Blood

There are (on paper) 40 plus PPG members but only a few actually seem to want to take part. It was therefore unanimously agreed that we should try to find a number of new members who can find the time to assist with this venture. We will discuss this further for ideas to take this forward.

6. The meeting concluded at 2.10pm

The next meeting date will be discussed and promulgated in due course.

In the meantime, please contact the PPG Chair



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Dr C Gowda-MBBS; MRCP
Dr S Shah-MBBS; DCH; DRCOG