

Simpson House Medical Centre

Patients Participation Group

Minutes of the Patients Participation Group Meeting held on Thu 19 Sep 2024 at Simpson House Medical Centre.

MEETING AGENDA

1. Welcome and Introductions
2. Apologies
3. Minutes of last meeting
4. Matters arising
5. Chair's Report
6. Practice Report
7. Update on Current Issues at the Practice
8. Friendship Café Coffee Mornings
9. Newsletter
10. Healthsense PCN
11. Any Other Business
12. Date of Next Meeting

Attendees: *(list sheet held by Rajvi)*

Apologies: *(list held by Rajvi)*

Welcome and Introductions

Cherry – standing in for Rajvi, who was away – welcomed everyone to the meeting. Those present gave brief introductions.

Previous Minutes

The minutes of the previous meeting were formally approved with one change – correction of the spelling of Doris Ratnam's name in the nominations table.

Matters Arising

None.

Chair's Report - Rajvi

The report, which had been circulated separately, was read aloud to those present by Geoff, in Rajvi's absence. It touched on the coffee mornings – sparsely attended now that there were no reminder text messages being sent out – meetings with other PPG chairs and expressed her gratitude to Bernice, Cherry and Geoff, amongst others, for their support in the short time since she took over as chair of the Simpson House PPG.

Practice Report – Daniel

Staffing: In Reception, Dylan, Prad and Toyen have joined and Pam is leaving. Dr Ghandi has also left, but Dr Jay Lakhani has finished his training and has now joined as a salaried GP. Dr Mili Islam has also joined. Dr Rozewicz is reducing her hours. Staff are also going on a Customer Service course to further improve communication.

Appointments System: The PATCHs system now has an extended opening time for non-clinical requests until 18:30, with normal requests until 17:00. On-line registration is now available for new patients.

Keith raised the issue of adding attachments to PATCHs requests. Word documents seem to be unreadable. Daniel will look into it.

Building: A new CCTV system has been installed. The rear car park is now staff only, with patients only exceptionally by special request.

Carolyn raised an issue with patients parking across nearby driveways, which was already happening. Daniel agreed to post a notice in the reception area.

Text Messages: These are now being charged for and the expense is the main reason why bulk messages that are sent to all patients (such as Friendship Café reminders) are no longer possible.

After the previous meeting where this was first raised, Geoff had sent Daniel details of the new WhatsApp one-way Channels feature which lets you broadcast information to unlimited recipients without them seeing who else is receiving the messages and without anyone seeing the phone numbers of other recipients. Daniel apologised for not having been able to review the information and promised to do so. He suggested that in future non-medical emails be sent to the general practice email address (simpsonhouse@nhs.net) and Sarah will make sure it gets to who it needs to.

Friendship Café Coffee Mornings

These are normally held on the 3rd Friday of the month from 10:30 – 12:00. As has been mentioned previously, attendance has fluctuated considerably. Originally opened as a Carers Café it initially went well, but since then attendance had been very variable. The hire agreement with the church had expired and they had decided to start charging if it was renewed. With so few people attending was it worth continuing? Daniel offered to send reminder messages to a limited number of people such as registered carers and possibly some of the older patients. A decision needs to be made.

Newsletter

The Newsletter is ongoing, but demand for it seems to be fairly low. This could be due to the infrequent editions or because the content is lacking in topical information (which can also be a side effect of infrequent publication). There is also no mention of the Newsletters or the PPG on the new Practice Website (which was forcibly replaced due to a switch in providers), which won't have helped demand. Maybe consideration should be given to reducing the frequency to six-monthly or even annually? Cherry collects material for the newsletters. Contributions and ideas can be sent to her at: chedst@gmail.com. Krupa then produces the Newsletter, which should be available for future download from the website.

Healthsense PCN

Collaboration between member Practices is ongoing, with little in the way of changes or updates.

The PCN has a minor surgery provider and these sessions are held at the Enderly Road practice.

AoB

Flu Vaccine Clinics: There are 2 Simpson House clinics scheduled for 5th and 8th October (see the NHS App). An additional provisional date of 15th October has also been suggested.

Covid Vaccine Boosters: These will be available at the Pinn Medical Centre and will be run by the PCN. Text message and NHS App invitations should be being sent out.

RSV (Respiratory Syncytial Virus) Vaccine: These are being offered to those aged 75-79 and are similar to a flu jab (but need to be done at least a week after a flu vaccine is given). RSV is an infectious disease of the airways and lungs which in some cases can become serious and require hospitalisation.

Date of next Meeting

The next standard PPG meeting will be held, with Rajvi as Chair, on: Thursday 23rd January 2025 in the Simpson House Conference Room.