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|  | **PPG Meeting**  **31.01.2022** | | |
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| Meeting called by:  Dr I Malik |  | Note taker:  Ann-Marie Rose |  |
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| Attendees: | Ann-Marie Rose  Wendy Taylor patient Chair  Shameem Ali Secretary  Dr I Malik  S Kauser patient | | |
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| **----- Agenda Topics -----** | | | |
| ZOOM Meeting to patients  We have had apologies from other PPG Members that are unable to attend as they are not familiar with zoom, they are looking forward to when we can resume face to face meetings again  **COVID 19**  Restrictions are being lifted by the government and hopefully we can all start to get back to normal everyday life. It’s been a tough 2 years where the Practice has continued to be always open, and the team has worked hard to accommodate patients within a safe environment. The Practice has kept staff safe in the working environment and everyone has worked very hard. Dr Malik thanked all staff for their hard work and patients for their understanding of difficult working.  Wendy the PPG Chair asked if she could thank all the staff for being so helpful and friendly throughout hard times she said the service delivered had been fantastic and was amazed that we continued with nirmal service throughout. She had heard of horror stories regarding other Practices.  **Going Forward with Covid**  The Practice is still maintaining covid 19 distancing and standards as how the Practice is set up allows us to do so. Mask wearing will continue and PPE must be worn where appropriate. The Practice Manager has updated the risk assessment template for staff and patients who enter the building, and this is displayed in reception.  PCN5 Hub - Covid Vaccinations first and second doses and boosters still being given at the Barkerend Hub Clinics run through the week and on a Saturday  **Local Enhanced Services offered to Patients**  Long Covid - Patients are being referred to Long Covid Clinics  Weight Management – Patients are being referred to Weight Management services for help to lose weight and get advice on healthy eating  **Social Prescriber PCN 5**  The Practice has a lady Social Prescriber who works at the Practice on a Wednesday, she helps patients with social issues such as Isolation, loneliness, anxiety, befriending, welfare benefits and form filling. Our Social Prescriber has been contacting patients over the age of 65 to see if they need any help with any services or joining groups for social activities. She has also been working on our Learning Disability patients to see what help they can be given to improve their lives.  **NHS GP Survey**  The Practice has sent text messages out to all our patients who have mobiles to ask that if they receive an NHS survey, they complete it or bring it in to the Practice and our staff or Social Prescriber will help them complete it.  Handouts are on reception asking patients to complete the survey if they get one through the post  **BP \_ MONITORS**  The Practice is taking part in a service where they can give out BP machines to patients to check their blood pressure. These machines have been delivered and the Practice is working on identifying patients who will qualify for a machine at home.  **COMPLAINTS**  Our Complaints manager is Iswana Malik, and she will deal with any issues, comments, or complaints a patient may have. Iswana Is going on a training course in February 2022 to look at improving outcomes for the Practice and patients.  The Practice review all complaints and significant events on a monthly and yearly basis so all the team can learn from them. | | | |
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| **Other Information** | | | |

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|  | | **Clinical Meeting** | | | | |
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| Meeting called by: | |  | Note taker | |  | |
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| Attendees: | |  | | | | |
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| **---------- Agenda Topics ----------** | | | | | | |
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