

Notes of PPG Meeting 9th November 2023

Attendees Gaynor Lloyd (GL), Valerie Stanislas (VS); Diane Taylor (DT); Ian Preskett (IP); Brenda Baker (BB); Anne Wade (AW); Grace Balogun (GB); John Carroll (JC); Gaynor Lloyd (GL) Apologies: Caroline Wulff-Cochrane

TOPIC	INFO	COMMENTS
List Size	8,078	Decrease of 95 patients since last PPG meeting. Reasonable seasonal movement as letters are identifying ghost patients and general movement.
Complaints	3	<ol style="list-style-type: none"> 1. Complaint regarding research text message from K&W. Valerie contacted K&W and had the surgery removed from the research contact list. 2. Complaint regarding locum GP attitude. The complaint relates to a patient interaction with a regular locum GP. This has been discussed with the doctor involved and the complaint has been resolved. 3. Complaint regarding consultation with regular doctor. <p>The patient was unhappy with their consultation with our GP. An offer was made to meet with the GP. This offer was not taken up and the matter has now been resolved.</p> <p>Survey – we shall be working on a survey and will share the draft with the PPG for comments and suggestions before sharing.</p>
Staffing changes	2 changes.	<p>Suleiman has left to return to Medical School and Hossam has joined us on reception. Delina is going on maternity leave, we are in the middle of recruiting maternity cover. Afternote: The maternity cover position has been posted for a second time.</p>
Telephones	Still in same position	<p>Awaiting the paperwork and site visit to be finalised. Afternote: The site survey has taken place and the contract has been signed with Surgery Connect X-on to supply the telephone system. We are now going through the red tape and will share the telephone number and go live dates with you as soon as they have been finalised and shared with us. Update Jan 2024: The BT line will be installed on 19.1.24. We will be allocated a go live date shortly. The new telephone number will be: 0203 963 3304. There are several meetings taking place to finalise the set up and go live details.</p>

Mental Health Practitioners	Mental Health Practitioners have been appointed to the Brent Primary Care Networks but not yet allocated to the individual GP practices.	No change since last meeting. Action: Valerie is chasing an update.
DNA Rates (“Did Not Attend”) and telephone appointments generally	Unreliable data	Due to: The number of telephone appointments. Two floods during the storms. Power failure over 2 days. The data is flawed so we are unable to report with any accuracy.
e-consult	Approximately 5 per day. No issues or complaints raised in relation to the service.	
Accessing Medical Records	The access to medical records went live on 21.10.23. The approved information is as follows: https://www.nhs.uk/nhs-services/gps/view-your-gp-health-record/ You can access this information from a smartphone or most androids. There is not a desktop version. Patients without a smartphone can make a request to access their records in writing to reception and they will be provided with a paper copy within 28 days of the request.	
Bowell screening	The core group remain interested in having a health event for our patients. Valerie has spoken to Andre from Brent Health Matters they have scope for a local event.	
MMR	Measles is now circulating in England and the World Health Organisation (WHO) has warned that Europe is likely to see an increase of infections and is urging action to increase vaccination rates. https://www.gov.uk/government/news/parents-urged-to-check-children-s-mmr-vaccine-records-following-rise-in-measles-cases General <ul style="list-style-type: none"> • Measles cases are rising in England and across Europe • Measles can make children seriously unwell with one in five needing a hospital visit • One on 15 children develop serious complications from a measles infection, which can include meningitis and blindness • There is no mehttps://www.gov.uk/government/news/parents-urged-to-check-children-s-mmr-vaccine-records-following-rise-in-measles-casesdical treatment for measles; vaccination is the best protection against becoming seriously unwell 	

	<ul style="list-style-type: none"> • The Measles, Mumps and Rubella (MMR) vaccine is safe and has been used since the early 1980s. • Over 20 million cases of measles have been prevented since the start of measles vaccination in the UK. Over 4,500 lives have been saved as a result (81 lives per year) *source is UKHSA blog. • MMR vaccination is free on the NHS with the first dose being offered when a child is one and the second at 3 years and 4 months old. This provides long lasting protection against measles, mumps and rubella which can cause long term health conditions such as blindness and asthma. • Vaccination is the best way to protect a child from becoming seriously unwell from preventable diseases such as measles • The evidence is clear; there is no link between the MMR vaccine and autism <p>Call to action</p> <ul style="list-style-type: none"> • If your child has missed their first or second dose of MMR vaccine contact your GP practice to book an appointment. • If you are unsure if your child is due a vaccination or has missed a vaccination check their red book or contact your GP practice. • For adults, it is never too late to catch up on their MMR vaccinations, contact your GP practice to book an appointment. • For more information visit the NHS website <p>To book your child, please contact the surgery and make an appointment with one of our nurses.</p>
Childhood vaccinations generally	<p>As to children who have had their vaccinations abroad, the surgery requests patients who have their vaccinations abroad to bring in the proof so their records can be updated. We require the translated versions to ensure the records are up to date and accurate.</p>
Social Prescriber	<p>Our Social Prescribers can help meet many different types of non-clinical need, ranging from support and advice for individuals experiencing debt, unemployment, housing or mobility issues to tackling loneliness by building social connections through joining local community groups, such as walking, singing or gardening groups. Benefits advice can also be given.</p> <p>Patients can book an appointment with Zohra or Emma by contacting reception. They are available through the surgery Monday to Thursday but are not always on site. The surgery's clinical teams may also refer you.</p> <p>DATE OF NEXT MEETING: 15 February 2024</p>