

THE NEMAN PRACTICE

PPG Meeting 19/09/2019

Attendees: Practice Staff: Shahana Uddin (Practice Manager), Vishnu Vallamkonda (Business Practice Manager) & Dr Paul Ugwu (GP Partner)

Attendees: C Littlestone, J Whittlesea, T Richards, J Richards, B Bennett, G Rivett, A Bradley and A Bloem.

Previous Meeting Minutes discussed. Typo of initials in the meeting minutes. 2 people with same initials Apologies given and change the initials to avoid confusion.

Introduction: Shahana apologised on behalf of practice for not having a PPG meeting in the 1st quarter. Due to sickness and low staff, practice could not organise PPG meeting.

Update on Staff/Practice Matters: Shahana informed everyone about recent changes and updates in the practice.

- Dr Hannah Brownhill returned from maternity leave in May 2019. She is currently doing 3 sessions a week (Wednesday AM and Friday full day)
- Dr Sutapa Gesell is currently on Maternity leave and will return to practice in 2020. Dr Ahna Allan is providing maternity cover sessions in the practice. Dr Allan is doing same sessions as Dr Gesell – Monday and Tuesday (AM & PM)
- Practice is currently training Speciality Trainee 1 & Speciality Trainee 3 doctors – Dr Ben Davis (ST1) will be with us for 4 months and Dr Mel Ndiweni-Musonza (ST3) will be with the practice for 18months. They are training under Dr Chor and Dr Ugwu. Appointments are available for patients to see them
- Practice will have physician associate for 6 months (funded by City and Hackney Confederation). Dr Ugwu explained about physician associate role in the practice. (Physician associates are medically trained, generalist healthcare professionals, who work alongside doctors and provide medical care as an integral part of the multidisciplinary team. Physician associates are dependent practitioners working with a dedicated medical supervisor, but are able to work autonomously with appropriate support). Dr Ugwu explained that it's a new role and practice will explore the potential and scope of work that can be undertaken by Physician associate)

Flu Vaccine Campaign – Shahana thanked all the patients for having their flu vaccines. Practice has been able to vaccinate 357 patients to date and campaign has been successful. Patients fed back about organising walk-in clinics more efficiently. Lot of patients came to walk-in flu vaccine clinic but practice could have done better with waiting time and communication. Vishnu explained that practice has done walk-in flu vaccine clinic for the first time and will reflect on feedback provided by patients to improve it when under 65 patients flu vaccines arrive.

Weekend Hub – Vishnu thanked PPG member for discussing hub contract with CCG and Confed. Practice got weekend hub contract extended until March 2020. Practice is open for pre-booked appointments only on Saturday from 8am to 2pm. Practice advertised this on website and reception staff are also pro-actively offering Saturday appointments to patients. Sessions have not been consistent due to unavailability of locums on weekends but weekend sessions are fully utilised when added as compared to last year.

AOB:

Patient asked about EMIS and information sharing. Discussed about confidentiality of the information recorded in patient notes.

Patient mentioned about nuffied private health centre opening in Barts area. Other PPG members are not aware of it. Was advertised in City Matters newsletter – PU asked VV if practice could subscribe to this magazine for getting local updates.

Patient asked PU about memory clinic in City. PU informed that CC had meeting with City Corporation recently. Dr Chor particularly highlighted and fedback strong interest from patients about having a memory clinic locally. Patients praised about residential care for patients with memory problems.