

MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING HELD ON WEDNESDAY,15
DECEMBER,2021 AT 7.00 PM

Those attending: Jeff Cunliffe (Chair), Tony Hazeldine (Vice Chair), Valerie Marsh, Jeannine Newham, Jean Biggs, Stella Stocker, Su Kamat and Karen Nash and Dr Assad Pasha (Woodcote Medical)

1. Apologies for Absence:

Mark Gardiner (Secretary), Deborah Roberts, Dennis Newland and Stephanie Cruickshank, who was in hospital.

2. Approval of the Minutes of the Last Meeting:

The minutes of the last meeting were approved and confirmed as an excellent record of the meeting, The Chair proposed that when the Secretary was unable to take the minutes other Committee members should take them in rotation.

3. Matters Arising from the Minutes

There were no matters arising from the minutes except a plea from Jeannine that whenever possible GPs should be involved in any vaccination where there might be a bad reaction.

4. Practice Update

Dr Pasha reiterated the pressures that the Practice was encountering with the usual Winter illnesses combined with the Governments corona virus policies. He urged all patients to get their vaccinations, maintain their usual hygiene, distancing and ventilation measures together with mask wearing.

Karen explained that the Practice had massive staffing issues which were slowly improving with the appointment of a new Health Care Assistant, three receptionists and two admin staff together with two new GPs due to start in March. Still in the process of recruiting for an ANP and a Paramedic. She said that a number of staff were currently off work with COVID and she was emphasising the message to both staff and patients about the importance of wearing masks. She pointed out that the CCG was providing a Winter Access Fund for practices to help over additional costs to employ locums or increase current staff workload (ie overtime etc) Jean asked Dr Pasha if patients are told what COVID they have. He replied that they are not told.

The PPG expressed their sincere thanks for the treatment and care the Practice had provided to patients during the year and asked Karen to pass this on to all the staff and to wish them a happy and healthy Christmas and New Year.

5. New Appointments System

Karen explained that the new system was on hold for the time being in view of the current pressures on the Practice. She said that the PPG would be consulted at a very early stage. It was pointed out that there were at least ten DNAs a day and the implications of these failures to attend should be highlighted on the website. **Karen agreed to arrange for this to be done.**

6. Coulsdon Medical Centre

There was little to report. Discussions are continuing with the CCG about funding and planning is continuing on the basis that Woodcote Medical will occupy the First Floor and Keston House will be accommodated on the Ground Floor. Parking for both staff and parents is an important issue.

7. Any Other Business

Karen reported that the Practice is starting to provide booster vaccinations, which are being advertised on the website and patients are being notified via text and can book appointments on line. To meet this requirement GPs were being allowed to reduce their routine activities and only carry out urgent and necessary appointments.

There is information that a further booster (4th Vaccination) will be given to those who are immunosuppressed: the patients concerned will be contacted by their secondary care/consultants or GP practice.

Jeannine enquired whether social prescribing was still operating. Karen said that our social prescriber was still holding clinics and making telephone calls following referrals by the GPs.

On behalf of the Partners Karen thanked the Group for all the help and support that they had given the Practice during the past year and hoped that we could have a celebratory drink and nibbles as early as possible in the New Year.

8. Dates of the Next Meetings

Karen and Deborah will meet with Jeff and Tony on Thursday, 26th January at 11am and the next full Patient Participation Group meeting will be held on Wednesday, 30 March at 7pm.