

Claremont Clinic PPG
MINUTES & AGENDA

Date: 10th of January 2022

Time 4pm- 5pm

Location: Microsoft Teams

Chair: Chanel Radford (Social Prescriber)

Minute taker and Support: Shamina Akhtar (Social Prescriber)

Attendees:

Present:	
Staff Chanel Radford (CR) Shamina Akhtar (SA) Dr Joyce (CJ)	Patients TL YB BS RH PM
Apologies:	MS PM DP CH MLC

	Agenda Items:	Action:
1	Introduction New attendees: YB PM	Please note that you will receive the calendar invite and previous minutes/ agenda from our PPG account. 'PATIENTPARTICIPATIONGROUP (CLAREMONT CLINIC)'
2	Additional comments: TL- asked if we use video consultations. Dr JC- mentioned that's it is good for housebound patients and children. We will use if needed as photo are also useful. RH – mentioned it was amazing for her mother.	

3	<p>Social Prescriber Presentation</p> <p><i>Feedback:</i></p> <p>BS – says she is very happy with the support received from SP for her mother. Still unmet needs but the pressure has been reduced.</p> <p>PM– says she felt appreciated with the bereavement support as she was low, now she is feeling better. She felt listened to and enjoyed the follow up call.</p> <p>TL – asked if we go with patients to the homeless team.</p> <p>TL- asked about improving the services and how we deal with negative feedback.</p> <p>RH – asked about service visible, asked how we can help as there is nothing in the library. Is there social prescribing website?</p>	<p>I explained that it is not our remit, we will provide advice and guidance and refer or signpost to the relevant teams. Depending on their circumstance the first action might be to complete a HPAS (Homeless Prevention Advice Service) application. We can support with this if it is urgent or refer into the community and follow up.</p> <p>We welcome all feedback as a learning point. The service is still new and we can always learn from the patient's experience.</p> <p>Most of the service promotion was paused due to Covid-19. I agreed to add the social prescribing leaflet and poster to the minute for member to circulate. This can also be added to the website.</p> <p>I'll also look into the possibility of creating a social prescribing website for Newham or North East London to aid service promotion.</p> <p>There have been videos created to promote the service.</p> <p>Social Prescribing across North East London https://www.youtube.com/watch?v=9VGMDPCxvt0</p> <p>What is Social Prescribing? https://www.youtube.com/watch?v=oaFeWLgtP6M</p> <p>A Patient's Story</p>
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	<p>YB – mentioned that she has 20+ years of experience working in Newham so is happy to be contacted for housing.</p> <p>Dr JC- mentioned being happy with the feedback discussed and said that he has also learn from the SP presentation and values the service. Giving patient's time to tell their story is very crucial.</p>	https://www.youtube.com/watch?v=y_biwfHgw7U
3	<p>Next month's meeting</p> <p>The group are would like to know more about the new clinical roles in the practice.</p> <p>YB- Is concerned about mental health needs due to the pandemic and would like to see what is available to help identity gaps.</p> <p>TL and RH –is interested in helping to shape PPG plans for the future. TL is happy to volunteer to update the notice board.</p>	<p>Date: Monday 14th March 2022 Time: 4-5pm Location: Microsoft Teams Chair: Chanel Radford (Social Prescriber) Minute taker and Support: Shamina Akhtar (Social Prescriber)</p> <p>Agreed agenda :</p> <ol style="list-style-type: none"> 1. Review actions 2. Introduction to our Physician Associate (Roble Huda) 3. Discuss mental health services available in Newham. 4. Proposed plans to change 2 offices into a further 4 consultation rooms. Convert 2nd floor staff room into admin/GP trainer room. 5. Discuss ideas of the PPG.