

Claremont Clinic PPG
MINUTES & AGENDA

Date: 14th of March 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) Huda Roble (HR)	Patients TL MS
Apologies:	Dr Joyce (CJ) YW PM RH BS

	Agenda Items:	Action:
1	Introduction New attendees:	None
2	Review of previous minutes	<p>Newham do not have a social prescribing website, some primary care networks have dedicated pages on their website for social prescribing. There have been promotional videos created and we have a national website.</p> <p>National Academy for Social Prescriber https://socialprescribingacademy.org.uk/about-us/what-is-social-prescribing/</p> <p>You can now send complains via email Complaints email: claremontclinic.complaints@nhs.net https://www.claremontclinic.co.uk/the-practice/complaints-procedure/</p>

3	<p>Introduction to our Physician Associate (Huda Roble)</p> <p>TL: Ask if Huda's name can be added to the list of GPs on the Elife page. Also mentioned experiencing a long waiting time to discuss concerns with a GP.</p> <p>CR: I have found the PA service very help as I am non-medical and have been supported by Huda with many of my patients for medical needs.</p> <p>MS: Would like regular updates on the current waiting time for appointments. Also, to find out the difference in number of face to face appointment vs telephone.</p>	<p>What is a Physician Associate?</p> <p>https://www.youtube.com/watch?v=XikXKYd83gQ&list=PLB5e9vV_9DU4nRanDm2Es2dXEe29Nj2U9&index=5</p> <p>Introduced in 2018 in secondary/primary care</p> <p>Huda is based at the GP practice, she able to diagnose and support patient with managing their health needs.</p> <p>Supervised by a doctor</p> <p>She cannot prescribe and requires a doctor to sign off prescriptions.</p> <p>Patients can access the service via calling the reception or completing an online consult form. The admin team will book her appointments.</p> <p>Discussed with management</p> <p>"We are not making these available currently, as Huda session works different to the other GP's and she could be booked up for something that she cannot do, so we have the control."</p> <p>Discussed with management</p> <p>Waiting time varies as appointments come via telephone and online.</p> <p>GP: 3-5 days</p> <p>Nurse:3 days currently 1 nurse short</p> <p>GPs are seeing 40-45% face to face vs 70% telephone consultations.</p> <p>Nurse/HCAs are seeing 100% face to face consultations.</p>
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4	<p>Mental health services available in Newham</p> <p>Discussed Mental health services for adult and children in Newham</p> <p>TL: mentioned about Newham Magazine where she read about a Carer's Group at Eastham Library.</p> <p>New service – Carer's Café - Carer's first have opened a weekly drop in sessions for carer's every Thursday 1:30- 3:30pm.</p> <p>Short discussion about increasing PPG network.</p> <p>MS: discussed including males and younger people. Timing should be discussed with the participants to see if we need to rearrange.</p> <p>TL: agreed that participants should raise what time is good by joining the meeting so we can openly discuss.</p> <p>CR: Ill bare this in mind when inviting new members and reviewing pervious attending to see if we need to change the day/time.</p> <p>We discussed ways to invite new members so they can have their voice heard.</p>	<p>File added to the website</p> <p>Poster added to the website</p> <p>Plan to review the PPG poster in reception so it more visible to attract new people.</p>
5	<p>Proposed plans to change 2 offices into a further 4 consultation rooms. Convert 2nd floor staff room into admin/GP trainer room</p>	<p>The manager has put in an application for an improvement grant to Newham CGG. If approval is granted then the works will take place.</p> <p>The improvement grand only reimburses 66% of the works and 34% will be paid by the practice.</p> <p>There are plans to split the IT room in two rooms, sectaries room can be changed to one consultation room and upstairs will be converted to admin-training rooms.</p> <p>Happy to be updated monthly on any new changes to the practice.</p>

	<p>Next month's meeting</p> <p>Discussed ways to recruit more people, especially males and younger member.</p> <p>All staff prompting PPG</p>	<p>Date: Monday 9th May 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. Continue to recruit and promote PPG 2. Resigned/ edit the PPG Poster 3. TL is happy to rearrange leaflets in reception 4. Staff diagram of all members in the practice 5. Regular update appointment waiting time and the currently percentage of face to face appointment vs telephone 6. Update from Dee the pharmacist on new community service
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