

Claremont Clinic PPG
MINUTES & AGENDA

Date: Monday 3rd of October 2022

Time 4pm- 5pm

Location: Claremont Clinic

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 (JB) (ML) (TL) (CK)
Apologies:	(MS) (RH) (PM) (BS) (CS)

	Agenda Items:	Action:
1	Introduction New attendees:	None
2	Review of previous minutes	Chanel showed everyone how to access this via the website
3	Updates Parking permits We will be having building works at the practice starting in approx. October 2022 for 12 -14 weeks, this will pose a problem for staff parking . Can anyone assist with the parking permits, I think registered household can purchase visitor permits that we could use. Dr CJ: Building work date postponed. The carpark is quite small. The reception	Parking vouchers are digital

	<p>will be upgraded with more privacy and some improvements.</p> <p><u>Claremont Clinic – Protected Learning Time (PLT)</u></p> <p>Dear Patients, The practice will be offering limited services on Thursday 6th October 2022 from 2pm -6.30pm as the practice will be having a Protected Learning Time (PLT) event. Please make sure you pick up any letters, prescriptions, blood forms or any other correspondence in the morning where possible.</p> <p>If you require medical attention our telephone lines will be switched over to our ‘out of hours’ service who will be able to assist you.</p> <p>Please note this PLT event will continue to take place every month on the 1st Thursday of each month.</p> <p>Enhanced access service See poster</p> <p>Query whether the pharmacy will be open for prescriptions on the weekend. Dr CJ: We can send the prescription to any local pharmacy which gives the patient options.</p>	<p>Details were explained and understood by all.</p> <p>Understood by all</p>
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<p>4</p>	<p>Update from MS</p> <p>Shared her presentation for the proposal for gardening project.</p> <p>“Greening for Health”</p> <p>Discussed other ways to obtain funding.</p> <p>TL: We could do a charity sale. I have a lot of clothes that could be sold.</p> <p>CR: That’s a good idea, this could be fun and engaging for other members to support.</p> <p>JB: We can start off small with the pots that can’t be taken away.</p> <p>Dr CJ: I will talk to partners to see if they could add money to anything that is raised.</p>	<p>“ Unfortunately, we were not successful in obtaining funding from the Forest Gate Community Assembly for planters in the forecourt. I still think the front of the practice needs improvement, and that planters are one way to do it, maybe there are other ways we could raise the money.”</p>
<p>5</p>	<p>AOB</p> <p>Chanel discussed the Social Prescribing Project (DES Proactive social prescribing)</p> <p>CR: Me and Shamina will be proactively contacting Diabetic patients from the 1st of October, who are diagnosed within the last two years to offer support. All social prescribers in London will be doing this project but they can choose their target group.</p> <p>The aim is to support those who may have become inactive during the lockdown and link them back to the services that have reopened. We found this useful when we called patients for weight management in the summer and had a very positive response.</p> <p>Dr CJ: This is very good as we will still be referring patients to them but they are also reaching out.</p>	<p>Happy to hear this</p>

<p>D CJ reminded the group that Dr DeSliva has left to do locum work.</p> <p>Short discussion about patient access, how to use it, ordering repeat prescriptions and using the NHS app instead.</p> <p>ML: I can't see any appointments on my patient access.</p> <p>TL: There is one medication that I can't order as a repeat and need to contact reception. Why can't this be changed?</p> <p>CR: We can see if a receptionist can join our meeting to explain these queries and show us a simple run-through if possible.</p> <p>ML: As I'm new to the practice it would be nice to know how many locum GPs and nurses we have and who are they.</p> <p>CR: The updated picture board is still in process however all the staff details are on the Claremont Clinic website</p>	<p>Discuss with management. Confirmed that a member of reception will attend the next meeting.</p>
<p>Next month's meeting</p>	<p>Date: Monday 5th December 2022 Time: 4-5pm Location: Claremont Clinic Chair: Shamina Akhtar (Social Prescriber) Minute taker and Support: Chanel Radford (Social Prescriber)</p> <p>Agreed agenda:</p> <ol style="list-style-type: none"> 1. Review previous minutes 2. Any updates 3. Receptionist to discuss patient access 4. PPG code of conduct/ structure 5. Gardening/funding ideas 6. A.O.B

