

Claremont Clinic PPG
MINUTES & AGENDA

Date: Monday 6th of February 2023

Time 4pm- 5pm

Location: Claremont Clinic

Chair: Shamina Akhtar (Social Prescriber)

Minute taker and Support: Chanel Radford (Social Prescriber)

Attendees:

Present	
Staff Chanel Radford (CR) Shamina Akhtar (SA) Dr Choudhury Dr Bamgbose	Patients (TL) (MS) (BS) (GM) (JB)
Apologies:	(PM) (CJ)

	Agenda Items:	Action:
1	Introduction New attendees:	George Myronidis
2	Review of previous minutes Agreed to postpone Receptionist to discuss patient access JB will be having a stall at the vintage fair which will take place in April in Manor park. Discussed whether there might be scope for collaboration funding ideas for the garden. CR and SA gave an update on the Social Prescribing DES Project.	JB to find out more and feedback to the group via email.

3	Updates	
	<p>Google Review</p> <p>SA showed the proposed text template. All are happy to receive texts to complete after a consultation with any clinician.</p> <p>SA: We should focus on giving constructive feedback.</p> <p>MS: We used to have a general queries box in reception. Things can be fed back to the ppg via email.</p> <p>GP Patient survey</p> <p>Some residents were chosen at random and sent it via post. TL completed this.</p> <p>Discussed the low score for community connections.</p> <p>BS: Maybe we didn't receive it that why the results are low.</p> <p>MS: The question is very vague</p> <p>JB: Some people are illiterate and need support for family/friends</p> <p>CR: Some patients are referred to services by clinicians and do not attend appointments. A lot of services have closed. We can make patients more aware of our service to improve the results.</p> <p>SC: We have two social prescribers connecting patients to services regularly.</p> <p>There are new changes were patient can self-refer to community services.</p> <p>SC: We are lucky we have a lot of doctors. A lot of GP practices has closed, there are now 32or 33 in Newham. Claremont has grown by 4000.</p> <p>TL: I was told that there was 50 plus GP practices when I joined the PPG network.</p>	<p>Google review will be responded to by Suki/Afza</p> <p>PATIENTPARTICIPATIONGROUP (CLAREMONT CLINIC) email to be monitored by Chanel and Shamina.</p>

	<p>SC: We are not emergency service. One patient had 3 appointments in 10 days. This means that others miss out. A lot of my GP friends have left due to the demand.</p> <p>MS: This would be good to put on the website a day in the life of GP, nurse and other staff.</p>	
4	<p>A.O.B</p> <p>Discussion to have TL explain to patients how she is managing her Diabetes. This will encourage them improve their care.</p> <p>SC: This can be done on a Monday in the IT room or in the waiting area during PLT.</p> <p>Everyone is keen to get involved and have this for our next PPG in May.</p> <p>We can aim to invite a local community service and also have a nurse present and invite about 20-30 patients.</p> <p>MS: We could call it how to cure your Diabetes.</p> <p>We can have other topics to support screening uptake.</p> <p>SC: I encouraged a patient to get checked and he had Cancer. This patient was so thankful and said they only went because I told him.</p> <p>SA: We propose moving the ppg to every 3 months due to the increased workload.</p> <p>Everyone is happy to try this and we can still communicate via email.</p>	<p>Agreed to discuss at future meeting. PPG code of conduct/ structure</p> <p>Chanel and Shamina will meet then plan a teams meeting with the PPG group to discuss next steps.</p> <p>PPG meetings will be every 3 months starting May.</p>

	Next month's meeting	PPG event at the practice Date: Monday 15 th May 2023 Time: TBC Location: Claremont Clinic
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