(PPG) Patient Participation Group Meeting

Held on 13th September 2024

At Brompton Medical Centre

At 1pm

In attendance on behalf of Matrix Medical Centre:

* Emma Hassett (EH)
* Mandy Kaur (MK)
* Claire Patching (CP)

In attendance on behalf of the patient participation group:

* Marion Blundell (MB)
* Christiana Nakpo-Sijuade (CNK)
* Margriet Horsnell-Whitehead (MHW)
* Lynda Beadle (LB)
* Jacqueline Waymont (JW)
* Linda Tree (LT)
* Roy Tree (RT)
* Raymond Fraser (RF)

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| **Welcome to PPG** | EH opened the meeting by thanking everyone for attending and explained the purpose of the PPG.  ***What is a PPG?***  A Patient Participation Group (PPG) is a group of patients and GP practice staff who meet to discuss practice issues and patient experiences to help improve our service. |
| **Practice News** | EH advised that we are starting to invite patients to have their seasonal flu and COVID vaccines as well as the new RSV vaccination, which helps protect against respiratory syncytial virus (RSV), a common virus that can make babies and older adults seriously ill. It's recommended during pregnancy and for adults aged 75 to 79.  CP addressed that we have been experiencing problems with prescription requests via our website for Matrix patients only whereby we were not receiving the requests. We have now updated our website so that when patients request their prescriptions online it will now be requested via the NHS app.  EH advised that we have changes occurring within our PCN (Primary Care Network). Primary care networks (PCNs) are groups of GP practices that work together, and with other health and care providers, to deliver a wider range of services to patients. Previously, Reach Healthcare were part of our PCN however they are now leaving our PCN in October 2024. This will affect some of our additional roles such as mental health nurses, social prescribers, and health and wellbeing coaches. As a surgery we are unsure exactly how this will affect our additional roles until Reach Healthcare leave.  EH explained we have a new Paramedic working for us called Stuart. We have him working for us two days a week, visiting our housebound patients to provide any checks the patient is due.  EH addressed the EMIS outage we experienced as part of the global IT outage which affected many systems across the world. We were left without our clinical system EMIS for 2 days. We discussed the outage as a management team, and have reviewed/updated our business continuity to ensure that we are prepared should this ever happen again. |
| **Prescriptions** | LT queried how stoma patients order their equipment as the process has changed and there had not been clear communication on the changes for stoma patients. MK advised we were not informed of the changes either until the changes had come into place and this was something we had to query with our Pharmacy Technician to ensure patients are receiving the equipment they require. MK advised for patients to put their prescription in early to allow extra time to receive their appliances.  RF asked how long a prescription request takes once requested. EH advised that prescription requests are requested to the GP that day from our reception teams and once with the GP we aim to send the prescription to the pharmacy within 48 hours. |
| **GPs** | CP explained that we primarily work with Locum GP’s, however, we do have regular locum GP’s who work at our surgeries  JW queried why we don’t have our own GP’s working for the practice. CP explained that they are hard to find and employ as many GP’s choose locum work. CP advised that we will try and book patients with the same Locum GP, if possible, for consistency. Patients can also request to speak with the same GP and we will try our best to facilitate this. |