

Somers Town Medical Centre - Patient Participation Group Meeting Minutes

Date:	Friday 11 th November 2022
Chairperson:	Rezwana Rahman (RR)
Minutes taken by:	Ehsan Hussain (EH)
Attendees:	Rezwana Rahman (RR), Ehsan Hussain (EH), Nazmin Alam (NA), Dilara Begum, Sumayah Ali (SA), Asia Begum, Shahnaz Ahmed (SA), Mohamed Fadlebari (MF)
Apologies:	N/A

Items of discussion

1.	<p>Welcome & Introductions</p> <ul style="list-style-type: none"> Rezwana introduced herself, me and Nazmin and explained what a PPG meeting is and the purpose of it. Introduced SA & MF from Mind in Camden – service providing community mental health support. Can be referred by practice staff. PPG's are in place to ensure patients are involved in decisions about the services offered and the quality of them on a practice level. <p>Suggestions and recommendations are taken to the directors who commission different ways to achieve the suggestions and recommendations.</p>
2.	<p>Apologies</p> <p>N/A</p>
3.	<p>Previous Minutes review actions</p> <ul style="list-style-type: none"> Patients asked for the practice website to be updated with services that were discussed in the previous meeting. This includes; <ol style="list-style-type: none"> iCope Bipolar UK Henna – Asian women's group

4.	<p>New staff.</p> <p>Introduced our new staff both admin and clinical:</p> <p>Admin:</p> <p>Iqra Khanom – Receptionist Martha Chilomo – Receptionist Kamrul Mashud – Receptionist</p> <p>Clinical:</p> <p>Sonia Patel – Pharmacist</p>
	<p>Minh Tran – Pharmacist</p> <p>Dr Farzana Kaladi - GP</p>
5.	<p>New Dr. iQ triage system</p> <p>We have as a practice now moved to a completely new booking system. The system advocates same day bookings meaning patients can call or submit Dr. iQ requests on the day that they wish to be seen or want their queries dealt with. If the request is via the phone admin staff will take a detailed history down and this will be triaged by the on call GP to ensure and appointment is booked with the appropriate clinician. Both online consultations and telephone calls are triaged by the on call GP and not by admin staff.</p> <p>The benefits of this new system are that urgent appointment are dealt with on the same day and it ensures that any patients that need to be seen are seen on the same day. This also allows flexibility to patients to request appointments or a consultation with a clinician when they require it.</p> <p>Practice staff, both admin and clinicians have daily huddles where they discuss admin and clinical issues. Responsible (Initial) Date due</p>

6.	<p>Organisational priorities</p> <ol style="list-style-type: none"> 1. Flu – it is currently flu season, we are currently In the process of inviting all patients who are eligible for flu for their vaccines. <p>SA asked: Why is she not eligible for flu vaccination under the NHS?</p> <p>Ehsan: Explained the criteria for flu vaccines, explained that patients in a certain age range are eligible for it or with certain diseases. Patients who do not fall under this can still have their vaccine done but at their pharmacy.</p> <ol style="list-style-type: none"> 2. Bowel Screening – explained the criteria for bowel screening why it's done. 4th most common type of cancer, easy to treat if detected early on. We recall for eligible patients as it's really simple to do via a testing kit and they're automatically followed up via the hospital for a colonoscopy. 3. Breast screening – Those eligible will automatically get invited for breast screening between the ages of 50-53. Our lead nurse is following up with the breast screening team in an attempt to speed up invitations so that more patients can be seen sooner. Missing appointments can lead to a 3 year wait period before the next invitation so it's vital you attend when offered an appointment. 4. Cervical screening – All women between the ages of 25-64 are eligible for cervical screening. The procedures tests for HPV and is the best way to protect yourself from cervical cancer. <i>D.B confirms she does regularly receive messages to book in her cervical screening but didn't understand the importance of it up until now. Ehsan will include a link to the NHS website that explains the importance of screenings in all text reminders moving forward.</i>
	<p>5. Annual reviews will be conducted as usual, this includes asthma, diabetes, cancer etc.</p>

7.	<p>S.A & M.F introduced us to Mind in Camden:</p> <p>They are a community mental health research organisation/charity (non CQC regulated) who support patient and provide a wide variety of services including:</p> <ul style="list-style-type: none"> • Phoenix - an innovative Wellbeing & Mental Health Recovery Service providing a range of co-produced support spaces, dedicated personal support, peer support groups and workshops • Healthy Minds Community Programme: supports local people to reconnect with their interests and goals by engaging in activities and courses and building positive connections with the local community • Voice Collective, a London-wide capacity-building project that provides information and support for children and young people who hear voices, see visions or have other unusual experiences • Voices Unlocked: supports people who hear voices in prisons, secure units and Immigration Removal Centres. The service also supports Women's Voices Unlocked which focuses on women who hear voices in these environments • We are the lead organisation in the London Hearing Voices Network, which supports 42 hearing voices peer support groups across the capital • Social Prescribing Services: GP referral services to help Camden residents make contact with organisations offering workshops, activities, groups and practical support • Cultural Advocacy Project: a co-produced service, reflective of specific cultural needs, that supports community groups and organisations to promote wellbeing and support individuals and families to look after their mental health. <p>M.F confirmed:</p> <ul style="list-style-type: none"> • Provide services to over 1000 people with serious mental health needs annually. • Employ over 25 staff • Supported by 100+ volunteers regularly.
8.	<p>Thanked all our patients for their support during and post Covid lockdown. Explained how Somers Town were the only practice to take on the ARAP project where we registered almost 3000 refugees fleeing Afghanistan, ensured they all had health checks and immunisations as well as continuity of care for long term diseases.</p>
9.	<p>Questions?</p> <p>D.B asked – with the new appointment system can they still get an appointment if they need it? She also said she appreciated the admin staff and how hard they work.</p> <p><i>N.A: Yes, now that access is freed up they're more likely to get an appointment even sooner than before.</i></p>

Meeting Closed:	Start: 13:57 – End: 15:17
Next Meeting:	3 rd March 2023

