

Minutes of Patient Participation Group (PPG) Meeting 06.10.22

Present on behalf of Auckland Surgery – Dr Anna Clarke, Dr Cathy Gray & Dr Andrew Roberts, Nicola Gurnham Practice Manager

Welcome & introductions

Dr Anna Clarke (Dr AC) welcomed everyone to the meeting.

Overview of what is a PPG

Nicola Gurnham (NG) gave a reminder of what a PPG is – in brief a forum which should be patient led where patients can offer their perspective on the practice and services provided, a way for patients to contribute to the continuous improvement of the practice and a way for the practice to inform patients on new proposals within the NHS and changes in the practice.

Dr AC discussed how to increase patient attendance to PPG meetings. Suggestions included a change of time e.g. Saturdays or meet via Teams or Zoom, or as part of other local community partnership meetings. As well as joining with other PPG's within our local Primary Care Network.

The practice advertises PPG meetings on the website, in the practice and via text messages but one patient felt there should be more follow up with patients to see if they were coming to the meeting. Also would like to see information on how the PPG can help the practice.

Enhanced Access

Dr AC explained that since 1st October 2022 additional appointments were available to patients as part of the 1 Thornton Heath Primary Care Network (PCN). These appointments are a mixture of in person and telephone with GPs, nurses and other healthcare professionals. Appointments are available at either Upper Norwood Group Practice or Parchmore Medical Practice, weekdays 4-8pm and Saturday 9-5pm. Appointments are available to be booked via Auckland and will be offered to patients when all appointments are filled here.

Primary Care Networks & Local Community Partnerships

The practice is part of 1 Thornton Heath Primary Care Network which includes Upper Norwood Group Practice, South Norwood Hill Medical Centre, Thornton Heath Medical Practice, Mersham Medical Practice and Parchmore Medical Practice. More services will be encouraged to be provided by collaborative working and Dr AC is involved in developing Auckland Surgery as part of local community partnerships and feels the practice will need patient support and involvement in this to be part of the health element of these partnerships.

Staff changes

Dr Bason is leaving mid December and a new partner will join in January, Dr Sumana Pasumarthy. Practice has hopefully recruited a new nurse and Albert has returned for part

time working as a health care assistant rather than as a practice nurse. Also trying to recruit some admin help for the GPs to help with their heavy workload.

Next meeting January 2023.