Tessa Jowell GP Surgery

 Patients Participation Group(PPG)

Minutes of meeting15th Deember 2022

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**Members Present**

**Patient Members:** -Linda (LE) Kay(KE)),Silvia(SS), Munise (MH) John (JK) Judy (JH)

**Surgery Members: -**Golam Morshed (*GM*) General Manager.

- Roberta Fletcher (RF) Assistant Practice Manager

- Cigdem Korkmaz (Practice Administrator )

**Apologies: -** Nil

1. **Welcome, Introductions, Ground rules - L**ead by (JH) PPG Chairperson
2. **Update on GP Surgery** – Information from (GM) Practice manager.

**Staff Update** - **New GPs** : Tina -Remote GP ( Tuesday to Friday ) Dr Myanmar- Works-( Mon to Wed )

**New Paramedic**: Roshan M to Join in January 2023.

**Leaver**: Practice Nurse Flora and Paramedic Emma

**Admin:** Cigdem has joined the admin team. Now we have full complement of ten admin staff.

Jane Bacon has retired from Omnes Healthcare Limited.

**Quality monitoring –** Friends & Family monitoring -Sep 84% Positive.

KL stated that it would be useful to have full data as no information regarding number of patients responding. Discussion re statistical info

**Digital Systems. -**Ask My GP has been moved to Evergreen Systems. There is an Evergreen App available for GP Access/Appointments/ Record etc. Andrew to demonstrate in the next Meeting.

1. **Update on Tessa Jowell Health Centre –** Information from(GM) General Manager.

Nothing to report.

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**4) PPG Issues** - (JH)

**- Minutes of meeting of 23rd March 2022** - Agreed as correct.

- **PPG Documents** - Terms of reference. Updates agreed.

- Meetings Guidelines – Updates agreed - Patients Charter - JH stated that until data and surgery changes

have been completed she cannot update the Patients Charter

**- Membership of the PPG** –JH stated that Covid restrictions and difficulties related to advertising had put on hold the drive to increase membership of the group. Golam agreed to contacts the IT department regarding permanent information on the surgery screen and the production of a patient Information leaflet. JH tabled various samples of PPG information leaflets. **Practice to ACTION**.

5) Update of Southwark Patient Participation groups

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**-JH** reported that there have been no meetings of - A) Southwark PPG Network. B) Camberwell Neighbourhood Primary Care Network.

Golam will enquire from Dr Love and Bola regarding these groups.

**ACTION** – **Golam to check with Bola at ICB.**

**- JH** reported that the South London Integrated Care Board has been meeting and are working on an integrated care strategy.

**6) Any Other business: -**

**Patient data protection** – Golam explained again about a patient right of choice related to data protection.

**Website complaints**. - Golam reported that the new Evergreen System was much more user friendly.

**Healthwatch report**. – JH reported that the Southwark Healthwatch report was very negative about South Southwark GP access since Covid. Many problems related to appointment systems and accessing face to face GP contacts.

 **Free Health checks** (5 health indicators) at Camberwell and Dulwich library.

**PPG Invitation Leaflet**:

**7.Next Meeting date -23rd February 4.30pm**