**Monday 0 7 March 2022 1 pm**

**AGENDA Agree minutes of last meeting**

**Covid-19 vaccination programme – update**

**Post-Covid appointment system**

**Staff changes**

**Patient access**

**Newsletter**

**Any other business**

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| **Last minutes** | **Agreed**  Minutes of the last meeting agreed |
| **Covid-19 vaccination programme - update** | St Charles and Violet Melchett vaccination sites remain open. All updates on vaccinations and eligibility can be found on the practice’s website, also the link via which appointments can be booked. |
| **Post-Covid appointment system** | The practice continues to use telephone triage to assess which patients need to be seen at the surgery and who we can help without attending. As telephone and video consultati0ns may take longer than face2face appointments for various reasons (technical and connection issues, examination limitations) some patients are offered face2face appointments instead of telephone triage. The length of both types of appointments are similar, sometimes double appointments can be booked for complex patients.  We hope we can use the best of both, face2face and telephone triage appointments. We believe we will never come back to the pre-Covid appointment system where all appointments were offered face2face, as this is not desirable by patients. Sometimes it is more convenient for patients to have telephone appointments.  The voice message played when patients call the practice advises patients not to call in certain times (8am-11am and 1pm-2pm) unless it is urgent.  Due to the Covid pandemic, the practice lost the ability to offer remote appointment booking which caused a strain on the practice’s phones. We should be able to re-offer remote booking at some point, however we have been waiting for directives from the CCG. |
| **Staff changes** | The GP registrar Dr Bryony Woods joined the practice in February 2022 and will be with us until August 2022.  Dr Dharshika Srikantharajah remains on maternity leave until September 2022. Dr Lilian Swan has been covering her working days.  Dr Bilal Sahib will be joining the practice in April as a GP partner.  Receptionist Xiomara will be leaving the practice in March 2022. The practice will be interviewing for a new receptionist.  Smeralda, the practice nurse, joined the practice in November.  HCA Nora will start a nurse associate University course in May 2022. She will be working in the practice 2-3 days in a week. |
| **Patient access** | As of April 2022 patients with online accounts e.g. NHS App will be able to read new entries in their health records. This is as part of NHS England and NHS Improvement programme supported by NHS Digital. The change supports the NHS Long-Term Plan commitments to provide patients with digital access to their health records. Patients will not see personal information – such as positive test results – until they have been checked and filed, giving GPs the chance to contact and speak to patients first. |
| **Newsletter** | Child Health Clinics have been re-opened as appointment only clinics. Currently the baby clinic is run in the practice by Dr Chua on Wednesday afternoons, and by the health visitor in various centres in the area, the nearest being:  - the Holland Park Surgery (on Tuesdays 2pm-4pm)  - and St Cuthbert’s Children’s Centre (on Thursdays 9.30am-11am).  Appointments in both centres can be accessed by calling 0208 200 2500 ext 2 or contacting [clcht.childhealthinformationhubkcwf@nhs.net](mailto:clcht.childhealthinformationhubkcwf@nhs.net).  A new Weight Management service is being offered to patients who meet certain criteria. Patients can speak to their GP or to our HCA. |
| **Any other business** | The present Members have given a good feedback to the practice. They find telephone appointments useful. They praised the practice staff for their hard work and efficiency – these encouraging comments will shared with the team. |

**Monday 4 July 2022 1 pm**

**AGENDA Agree minutes of last meeting**

**Covid-19 vaccination programme – update**

**Post-Covid appointment system**

**Staff changes**

**Patches – new e-consultations platform**

**Extended hours**

**Newsletter**

**Any other business**

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| **Last minutes** | **Agreed**  Minutes of the last meeting agreed |
| **Covid-19 vaccination programme - update** | St Charles and Violet Melchett vaccination centres have closed down for the summer period and will re-open in September. All updates on vaccinations and the list of local pharmacies administering Covid-19 vaccinations can be found on the practice’s website. Appointments can also be booked via the link on the gov.uk website. |
| **Post-Covid appointment system** | Although the practice continues to use telephone triage and continues booking telephone appointments, patients are also offered face2face appointments. At least half of patients choose to have telephone appointments at present due to the convenience. The practice will be offering more face2face appointments but we believe we will never come back to the pre-Covid appointment system where all appointments were offered face2face, as this is not desirable by patients. |
| **Staff changes** | Dr Bilal Sahib has become a GP partner on 1st April 2022.  The GP registrar – Dr Bryony Woods – will be leaving the practice in August.  Dr Dharshika Srikantharajah will be back from maternity leave in early September.  Dr Lilian Swan, who has been covering Dr Sri’s maternity leave, will remain a GP in the practice.  After few years of service to the surgery, our receptionist Xiomara left the Practice in March 2022. We have employed a new receptionist Madelein.  HCA Nora started a nurse associate University course in May 2022. She will be working in the practice 3 days in a week. |
| **Patches – new e-consultations platform** | As of 8th July 2022 a new online consultation tool – Patchs – will replace the currently used e-Consult platform. Patients were represented and involved during the procurement exercise and were involved in the decision making. The practice hasn’t had a very high usage of e-Consults; we believe there will be a similar patter when it comes to using Patchs. |
| **Extended hours** | The practice has been offering extended hours on Saturdays 8.30am-12.30pm. From 1st October 2022, due to NHS contract changes, patients will be able to book appointments outside of the practice’s working hours (the practice’s core hours are 8am-6.30pm Mon-Fri) at the Violet Melchett and St Charles Hospital centres. More details will follow at the next PPG meeting. The present Members have been informed that the practice may stop offering Saturday morning appointments, although patients have found those appointments convenient. |
| **Newsletter** | Staff changes and appointments changes have been discussed.  The newsletter outlines 4 free of charge NHS screening programmes which help detect and treat some common cancers early: cervical screening, mammograms, bowel screening and abdominal aortic aneurism. The newsletter outlines who is eligible and how to book appointments.  The present Members questioned lack of services for patients who are 74+. |
| **Any other business** | The present Members have asked about retirement of Dr Kilduff. The retirement date has not yet been confirmed. All Dr Kilduff’s patients will be informed about his retirement in advance and also about who will be taking over his patients’ list.  The present Members discussed a possible change of the practice’s catchment area. The present members asked Dr SM Chua if additional patients will not affect the current good appointment availability. Dr Chua explained that the practice’s list size dropped so we do need to increase the list size in order to assure the practice’s viability. Appointment availability will not be affected as the practice has the same number of doctors as before the list size dropped.  Patient forum Members discussed the current situation of the Brompton Hospital. |

**Monday 10 October 2022 1 pm**

**AGENDA Agree minutes of last meeting**

**Covid-19 autumn booster programme**

**Flu season 2022/23**

**Appointment system**

**Staff changes**

**Access to patients’ records**

**Extended hours - changes**

**Newsletter**

**Any other business**

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| **Last minutes** | **Agreed**  Minutes of the last meeting agreed |
| **Covid-19 autumn booster programme** | St Charles and Violet Melchett vaccination centres have re-opened for the Covid autumn booster campaign. All updates on vaccinations and the list of local pharmacies administering Covid-19 vaccinations can be found on the practice’s website. Appointments can also be booked via the link on the gov.uk website. Housebound patients’ list has been sent to the Covid-19 home visiting team and the visits will start taking place within weeks. |
| **Flu season 2022/23** | The practice started flu campaign the week commencing 19th September 2022, offering flu jabs to patients who are over 65 years old, to patients who are in at-risk groups, to pregnant patients and 2-3years old patients. Housebound patients will be visited at their homes by district nurses at a later time – lists of housebound patients have been shared with district nurses. |
| **Appointment system** | The practice continues to use telephone triage and continues booking telephone appointments, as well as face2face appointments. The practice requires LFT results from patients who complain of coronavirus symptoms and who come to see GPs face to face. Patients are advised to use online access to access their results and records. KS will add information on online access to the autumn/winter newsletter. Patients can book flu jab appointments online via AccuRx appointment booking link which has been sent to patients via text message. |
| **Staff changes** | Dr Bilal Sahib has become a GP partner on 1st April 2022. Dr Sahib used to work as a GP Registrar in the practice, he then remained in the practice and worked as a salaried GP. He has been teaching Imperial College students. Dr Sahib was a vice-director of the Brompton PCN. He also very actively worked on the Covid vaccination campaign at the Violet Melchett centre.  The GP registrar – Dr Shahswar Zearmal – will be working in the practice untill February 2023.  Dr Dharshika Srikantharajah has come back from maternity leave in September. Regretfully she will be leaving the practice in December 2022 and will be based in a GP practice closer to home. The practice will be looking into employing a new salaried GP. |
| **Access to patients’ records** | As of 1st November 2022 patients will gain access to their full medical records. There will be no changes in access for patients who have previously applied and have been granted access to their records. This may increase patients’ health knowledge and feeling of autonomy which can empower patients and carers leading to increased knowledge and health literacy. It may also help better understanding of patients’ conditions and could improve patient self-care and safety. Patients can also review up-to-date information before or after their consultation. |
| **Extended hours - changes** | From 1st October 2022, due to NHS contract changes, patients and practices can to book appointments outside of the practice’s working hours (the practice’s core hours are 8am-6.30pm Mon-Fri) at the Violet Melchett and St Charles Hospital centres. These are called West London Enhanced Access Hubs. The present patients have agreed that due to distance the Abingdon Medical Practice’s patients may not benefit much of the enhanced services. The practice and two other local practices in the area: Kensington Park Medical Centre and Scarsdale Medical Centre have raised this issue with the ICB already requesting an enhanced services centre which would be located in the Earls Court area. |
| **Newsletter** | Staff changes and appointments changes have been discussed.  The newsletter explains eligibility for shingles and pneumonia vaccination, both types of vaccination are administered in the practice.  Information on patients’ online access will be added to the newsletter. |
| **Any other business** | The PPG Members will be informed about any of the future Brompton Health PCN PPG meetings - these will be taking place every 2-3 months. |