**St John’s Way Medical Centre – Patient Participation Group (PPG)**

**MINUTES OF SJW PPG Meeting on 03 December 2020**

**Patient Representatives**

**Chair: Christina Sanchez de Beggs (CSdB)**

**Staff: Jan Lenny (JL) - Operation Manager**

**Visitors:** Caroline Humphries (CH) **minute taker**, Jan Pollock (JP), Frances Tomlinson (FT), Stephen Wood (SW),Viv Ducket (VD), Natalie Ayodele (NA), Collette Haveerty-Stacke (CHS). Apologies – Mary Slow (MS) and Patricia Barnet (PB)

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| **Agenda Item** | **Action** |
| **Agenda Item 1 – Introductions & overview of Agenda from the Chair**  Attendees introduced themselves. JP was in the meeting but had problems with her audio/video so unable to participate. MS sent her apologies and said she would be stepping back from the group as she has no access to Zoom but will re-join in the future. |  |
| **Agenda Item 2 – Previous minutes and matters arising**  The minutes of meeting 10 September 20 were approved. CSb has offered to continue as treasurer in the short term while there is very little activity. |  |
| **Agenda Item 3 – Updates from the GP practice during Covid**  JL explained that E-consult was not working for the surgery. The programme created additional pressure on the reception team and lots of patients did not want to use it. They are now running a telephone appointment system biased off the old appointment system. The surgery now accepts email enquiries for administrative queries. More patients are contacting the surgery as winter pressure builds up and having telephone appointments.  SW expressed his frustration with E-consult because to follow up on an enquiry you have already made you have to go through a series of questions that you have already answered. JL explained that process filters enquiries and highlights where urgent/emergency/999 action is needed. The surgery is legally required to have an online interface.  JL explained that the last six weeks have been difficult with a huge influx of patients although the volume of patients is easing a bit now. The surgery has a good team and everyone has worked well together.  Covid 19 vaccine delivery – at the moment there is no plan for the surgery to deliver Covid 19 vaccines. Logistics of supply, low temperature storage along with the unsuitability of the building make it unlikely the surgery will take on this role. Surgeries often hear about announcements such as all people over 50 being eligible of a flu vaccine. It would be better for the scope of the initiative to have been thought through at a local level (who wants it, how many doses to purchase, suitability of the buildings) before announcing to the general public.  Those eligible for a vaccine will be contacted by NHS England. NHS England have access to EMIS to identify the most vulnerable patients. | JL |
| **Agenda Item 5 - Help on your doorstep. item 8 Woodberry Practice PPG**  JL introduced the meeting to Help On Your Doorstep (HOYDS) and shared the website via Zoom. HOYDS offers a wide range of services including delivering Social Prescribing for local surgeries (including SJW practice). It is hoped there will be referrals to the PPG Wellbeing programmes when they are up and running.  [**https://www.helponyourdoorstep.com/**](https://www.helponyourdoorstep.com/)  **General Enquiries - this is our main helpline number and email address**  **Tel: 020 3931 6080 Email:**[**connect@helponyourdoorstep.com**](mailto:connect@helponyourdoorstep.com)  **Archway Connect**  **Tel: 020 3931 6073 Email:**[**archway@helponyourdoorstep.com**](mailto:archway@helponyourdoorstep.com) | JL |
| **Agenda Item 6 – Wellbeing projects**   1. Gardening Group – at the last meeting the PPG gave permission to CH and FT to return to the garden. Unfortunately that has not been possible because CH is now working 2 days a week at Octopus and is not available on Tuesdays. FT has continued gardening at the Community Plant Nursery. It was agreed that CH & FT should talk to Octopus to see what services they can offer to revive the gardening group – possibly on another day. As well as the garden contributing to the ‘Wellbeing’ project, the garden could be used to grow food and to contribute to Caxton House food hub. There are some funds allocated to this project. 2. Singing Group – this group was well attended. Currently there are no funds available for this group as the last funding application rejected the proposal due to the high cost of the singing tutor. The PPG is keen to revive this project. JP and members of the singing group will look at ways to fund the project (keeping it within the PPG) along with resolving the issues around a separate bank account set up by one of the singing group participants. 3. CSb explained that the PPG is required to submit accounts to HMRC. | CH & FT  CSdB |
| **Agenda item 4 & 7 How is everyone – Christmas**  The meeting agreed that hosting via zoom was effective however we missed the social element which came from meeting in person and sharing food.  Each participant shared their experience and plans for Christmas. | ALL |
| **Item 8 Woodberry Practice PPG have asked to talk to our PPG to learn more about what is working.**  JP and CH offered to talk with them. |  |
| **Agenda item 9 – suggestions for next meeting**  The meeting supported a talk on dementia for the next meeting. |  |
| **Agenda Item 10 – Dates and Chair for next PPG meeting**  Thursday 4th March 2021 @ 13.00 either by Zoom or at St John’s Way  Chairperson to be Stephen Wood |  |