

# WALLINGTON FAMILY PRACTICE

## Patient Participation Group Meeting Thursday 24<sup>th</sup> June 2021

This meeting was held via Teams

### **Present:**

Noor Sumun (chair)

Jane Davies

Adrian Mann

Christine O'Donohue

Sarah Kavanagh, Practice Manager

1. Welcome and introductions
2. Minutes of the last meeting on 29.4.21 were approved.
3. Actions from the minutes of the last meeting were reviewed.  
The updated patient leaflet is now available on the website. SK confirmed she had made contact with the Sutton Volunteer Centre who will assist with identification of any new PPG members.
4. NS presented an update from the PRG meeting held in May 21. This included an update from the PCNs around shared staff, the new Sutton Crisis Café, Covid vaccination data and new guidance around face to face appointments.
5. A question was raised about the acute home visiting service and it was confirmed that this is now paramedic led.
6. The following were all approved:
  - Terms of reference
  - Email protocol
  - Ground rules
7. Any other business
  - a) Patient survey – Healthwatch will be assisting the practice to run this again in the hope of getting more responses. It will

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be advertised via the website, text and to those who attend for appointments.

- b) There is currently no requirement for the friends and family test.
- c) Appointments – SK confirmed the practice continues to offer telephone appointments but all clinicians have face to face appointments they can offer to patients following the telephone appt if deemed clinically appropriate and necessary. All routine tel appts are also available to book online. Urgent medical requirements are always dealt with on the day. Most nursing team appointments are now face to face.
- d) Staffing – the practice continues to review its staffing levels and is currently recruiting to both clinical and non-clinical roles.
- e) Data opt out has been postponed to 1.9.21, information on the website following updates from our DPO.
- f) Recent upgrades and changes to the dashboard and phone system were well received by PPG members.
- g) Digital practice help via the website – this is where you can information about how to use forms to make contact with the practice and share information electronically.
- h) Prescriptions – these are mostly requested electronically or via a pharmacy, we are not encouraging patients to make paper requests. All prescriptions are issued electronically direct to the pharmacy of choice.
- i) Date of next meeting – 23.9.21 at 5-6pm via Teams.