

Gower Street Practice
Patient Participation Group Meeting Minutes
Wednesday 04th September 2024

Present: Esther, Jane, Ervine, Roy, Andrew, Rob, Rosemary, Fernando, Francis, Dr Harland,
Marcia, Denise and Michelle

Apologies: Jamie

1. Welcome new PPG Members and Introduction of all:

Warm welcome to Ervine, Andrew and Fernando and introductions from all.

2. Minutes from previous meeting:

All agreed

3. Matters Arising:

None

4. Social Prescribing:

We took the opportunity of having Denise, our social prescriber who was on site to introduce this service which is invaluable to patients. Denise helps connect people to activities, groups, and services in their community to meet the practical, social and emotional needs that affect their health and wellbeing. More information on social prescribing can we found here:

<https://www.england.nhs.uk/personalisedcare/social-prescribing/>

We currently identify patients who may benefit from this service and invite them to book by sending the following text:

“Social Prescribers can offer help with the following:

- Financial problems
- Food banks
- Homelessness and Housing problem advice
- Befriending for the isolated
- Application Support
- Dementia
- Low mood and Depression
- Loneliness
- Carers
- PIP or Attendance Allowance applications
- Blue Badge applications
- Domestic Violence

Please book an appointment with one of our Social Prescribers if you need help with one of the above”

5. Terms of Reference:

Agreement from all to circulate a list of members names and email addresses so that one can get to know everybody (signed consent to be sought first). Agreement to appoint a chair and a vice chair, on a rolling 1 yearly review basis. Each member to write a short bio (3 sentences) that will be shared amongst the group. This will also be shared anonymously on our website to encourage others that may relate to engage with, or join the PPG, the website page needs updating. Name badges to be provided at meetings until everyone is familiar with members.

6. Refurbishments:

Our top floor is currently under refurbishment to create some additional centralised office and meeting room space. This will be used to expand the team on site at Gower Street and also for training and teaching purposes of our existing staff and trainee's. We have also renovated the garden space behind no 18, this has some wonderful memorials for previous medics involved with Gower Street and student health.

7. Flu campaign

We are going to start the flu campaign towards the end of September early October. We are expecting the flu delivery the week commencing Monday 16.09.24. We are planning to offer bookable clinics and text messages will be sent to all eligible with a direct link for booking.

An RSV (Respiratory Syncytial Virus) vaccine will also be offered this year to those who are 28 weeks pregnant or are aged between 75-79. A separate text message will be sent to those eligible and the guidance is that this vaccine should not be given at the same time as flu.

8. Frailty visits/continuity of care

28 patients on the severe frailty list, some of them are also on the housebound list. We have allocated a named GP to each of these patients and pts will be informed of who this is. We are arranging home visits to do a frailty review, and for those patients who can come to the surgery we are offering a routine double appt.

9. Staffing Update:

We have appointed a new HCA called Jirina Sinanajova who will start on 30.09.24. Jirina, will work across both sites and will be based at Gower Street 1 full day a week. We also have 2 new trainee doctors:

- Dr Kanika Sharma – who you may already know. Kanika will be working Monday and Thursdays all day.
- Dr Nartani Nithianandasivam- she will be working Monday and Friday all day and Thursday am only.
- Dr Amelia Martin – remains with us until February 24.

10. Pilot site

We are very excited that our Primary Care Network (West and Central PCN) made up of Gower Street Practice and Brondesbury Medical Centre has been chosen as one of three sites in North Central London ICB to become a demonstrator site. Funding will be provided to allow for clinical capacity to achieve the following:

- Address inequalities
- Pioneers for demand and capacity planning
- Trial new innovations

We will know more about this for our next meeting.

11. National Patient Survey

Results from the 2024 survey are available. Please familiarise yourselves with this for discussion in the next meeting <https://gp-patient.co.uk/patientexperiences?practicecode=F83005>

In summary:

884 surveys were sent out. 41 surveys were sent back. Completion rate is 5%.

2024 OVERALL EXPERIENCE

ACCESSING THE PRACTICE: 68%

APPOINTMENT EXPERIENCE: 68%

2023 OVERALL EXPERIENCE:

ACCESSING THE PRACTICE: 61%

APPOINTMENT EXPERIENCE: 61%

12. Any other business

We will shortly be getting a Psychological Wellbeing Practitioner from iCope join us one day a week at Gower Street. We are also in talks to have an onsite physiotherapist, more to follow.

Next Meeting: Wednesday 11th December 2024 – In person at Gower Street Practice