PPG Meeting

Date of meeting: 16.12.2020 2:00pm

Attendees: Dr Hasan, Fahad Memon,

Other attendee: AP

Apology: MY, PA

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| Standing Items: | | | |  |
| Virtually on MS Team | | | |  |
|  | | | |  |
| Points Discussed | Raised by: |  | Actions and who to action: | Start/Deadline: |
| Meet and Greet Session |  |  |  |  |
| Previous meeting minutes |  |  | 1 members attended meeting |  |
| New Staff Changes |  |  | 1 Clinical Pharmacist Shiva Dogohary |  |
| Repeat prescription protocol |  |  |  |  |
| PH said to produce a graph for DNAs and Appointments |  |  | 165 patient DNA’d since 13 September 2020. Practice offer more then 2500. 80 for Nurses and 86 for HCA’s. Mostly DNA’d with Nurse and Health care Assistant. 6 patient booked on day Emergency appointments slots DNA’d |  |
| Flu season |  |  | First time we achieved Flu national target. Targeted patient was over 65, patient with chronic disease, patient with pregnancy, carers and children age 2,3. |  |
| Covid19 Vaccine |  |  | 2 Hubs has been approved in Hammersmith. One is Richford gate medical centre and Northern PCN. Northern PCN vaccinating at white city community Centre. Provisionally notified that vaccine will deliver on 28 December 2020. Once receive vaccine either practice or Hub will start calling eligible patient to book for covid19 vaccine. |  |
| Appointments |  |  | We are offering mix face to face and telephone consultations, Due to COVID-19 we change all appointments to telephone. Clinician will triage first and ig they feel they want to see patient only after clinician triage practice will offer face to face as per NHS guidelines. |  |
| AOB |  |  | Rude Behavior – we work on zero tolerance policy, We are here to help everybody, but rudnes and shouting unacceptable.  FM announces next meeting Date 10.03.2021 ad will be in evening to give chance to working people to attend. |  |
| Next Meeting |  |  | 10.03.2021 |  |