

The Randolph Surgery - PPG Meeting

DATE	FIRST: 1ST June 2020 SECOND: 8TH June 2020 (NB MEETING TOOK PLACE OVER TWO EVENINGS IN ORDER TO ACCOMMODATE THE FULL AGENDA)	TIME	FIRST: 18:00-20.30 SECOND: 18:00-19.30
Present	<p>PPG - Joanna Lloyd-Davies (JLD) Interim Chair PPG, Tony Eccles (TE) Vice-Chair PPG; Maurice Forsythe (MF), Virginia Gorna (VG), Margaret Johnson (MJ), Andrew Tizard (AT) - [first meeting only], Elizabeth Woolf (EW)</p> <p>Clinical Lead Randolph Surgery – Dr Z Toukan (ZT)</p> <p>Practice Manager Randolph Surgery - Yasmin Bouzelmate (YB)</p> <p>Practice Staff and Minute Taker - Rebecca Alfred (RA)</p> <p>AT Medics - Acting Chief Executive Officer - Omar Din (OD)</p> <p>Health Watch - Jill Prawer (JP)</p>		
Apologies	<p>PPG - Andrew Tizard (AT) on 8th June 2020</p> <p>AT Medics - Pam Bhabra (PB)</p>		

	Agenda items	Minutes	Actions
1.	Welcome	<ul style="list-style-type: none"> • JLD as Interim PPG Chair, welcomed everyone to the meeting • All were reminded of strict confidentiality • The ground rules for Zoom and timings were discussed • JP and HealthWatch thanked for providing the Zoom for facility for both meetings • AT Medics welcomed at this the first formal PPG meeting since the commencement for the new 10 year contract on 1st April 2020 • Randolph Surgery Staff thanked for their considerable support to the Practice and Patients during the CV19 pandemic • YB and RA to take minutes 	All to note
2.	Attendees and apologies	Noted as above	
3.	Minutes of previous meeting on 09.12.19	The minutes of the previous meeting were reviewed with matters arising covered in agenda and action points below	
4.	Introduction to AT Medics by Omar Din, Acting Chief Executive Officer of AT Medics	<p>Although three member of the PPG had been involved with both the interim and full contract tender reviews, it was felt vital for all PPG members to hear about AT Medics, their experience and innovations, hence this invitation to the CEO:</p> <ol style="list-style-type: none"> 1. www.atmedics.com 2. Importance of this new 10 year contract to ATM 3. IT innovations (Dr IQ) - also discussed later 4. Commitment to the Randolph Surgery 5. Continued support at all levels from the centre 	All to note

		<p>and associated practices</p> <ol style="list-style-type: none"> 6. OD welcomes all contact and communications as the contract progresses 7. Annual CEO visit to PPG confirmed 	
5.	Introduction by Dr Toukan - clinical lead and Management	<ol style="list-style-type: none"> 1. ZT is the new clinical lead with increased participation and an additional session 2. CV19 has created challenges but working through all issues, assisting patients with all communications (also see below) 3. Full information on the website 4. Encouraging patient involvement with health awareness and childhood immunisations 	All to note
6.	Introduction by Pal Bhambra, A T Medics - new team members etc	Unexpectedly detained, apologies presented - to be covered by YB below	
7.	Updates - Clinical Lead ZT and YB	<p>Staffing - ZT & YB</p> <ol style="list-style-type: none"> 1. Dr Nessa has resigned (personal reasons) 2. New physician associate has been employed - CN 3. Replacement permanent pharmacist will be based at Randolph Surgery - SA 4. New HCA is in training and when completed will work 5 days pw at the Randolph Surgery - ZA 5. The current Practice Nurse is covering 5 days pw - SD-A 6. YB is confirmed as Randolph Practice Manager 7. Full administration and reception team includes Maxine, Valerie, Iqbal, Meriam, Michaela, Rebecca, Shamima and Rami. Ideal complement is 8 staff, plus YB 8. Salaried GP to replace two locums Dr AW (2 days pw) and Dr N covering Friday's until August 2020 9. CQC Report rated 'Good' maintaining standards - currently reviewing all aspects to move practice to 'Excellent' rating 10. Website updated and amended accordingly with current staff members and Covid 19 information with guidelines 11. NB: new website to be delivered in coming weeks 12. Dr IQ – a dedicated tool to assist with patient emergency health care and out-of-hour services (see below) 13. <u>Practice telephone contact number changed 020 7052 7560.</u> All staff now fully trained on our new telephone system <p>NB: AT (PPG) raised concerns about turnover of clinical staff and continued care, also continued care this was addressed at the meeting.</p>	All to note
		<p>Covid19 update for Randolph Surgery - YB</p> <ol style="list-style-type: none"> 1. Facial Covering preferred for all patients visiting the surgery 2. Preferably one parent to attend at child vaccination appointment 3. All patients will be triaged before entering the general waiting area 4. Dr IQ will be the main triage system in order to adhere with NHS guidelines 5. Advised NOT to attend surgery if you or 	All to note

		<p>someone you have been in contact with has symptoms</p> <ol style="list-style-type: none"> 6. Support for the vulnerable – help with food and medication collection via Westminster and other government services 7. Clinics resumed for – Child Vaccinations, Blood pressure monitoring, diabetic foot checks, diabetic blood testing , urgent blood testing, cervical smears (recalls or inadequate) 8. Staff anti-body Covid19 testing will be available in 2- 6weeks for all staff - yet to be made aware when this will be available for patients 9. Referral outcomes and waiting times were queried – due to the current pandemic referrals are being triaged via telephone and face-to-face appointments provided for urgent referrals 10. Emergency appointments – RS provides emergency telephone appointments daily and Dr IQ is available to all patients 11. Possibility of contracting covid19 when visiting the surgery – Clinical rooms are cleaned between patients and waiting areas disinfected, staff are in full PPE 	
		<p>Patient Appointments - YB</p> <ol style="list-style-type: none"> 1. Patient appointments now easier to book online via Dr IQ 2. Additional out-of-hours service provided 7 days weekly via Dr IQ 3. Social distancing measures in place in accordance with government guidelines for patients that are seen physically at the surgery 4. Mask and gloves are suggested to patients to wear when visiting the surgery 5. Shielding letters provided by the GP for vulnerable patients 6. Patient care plans and healthcare monitoring still active via out telephone system – asthma reviews, medication reviews and elderly care plans 7. Prescriptions can be requested via telephone, email or Dr IQ 8. Video calling is available via Dr IQ for patients who are self-isolating or house bound 9. Diabetic programme focus project with 80%-93% attendance and care plans for our patients (AT Medics specific project) 	All to note
		<p>Patient Survey - YB with JP and TE</p> <ol style="list-style-type: none"> 1. A small patient survey was undertaken in January prior to the CQC visit as a general measure to compare against the previous questionnaire. 200 responses gained 2. Agreed that Management, PPG and HealthWatch (JP) will work together to work up a full survey (TE to take lead on behalf of PPG) 3. For discussion at next meeting 	All to note
8.	Omar Din - Dr IQ - use and applications - working with the PPG	<ol style="list-style-type: none"> 1. Dr IQ system introduced by OD - who has lead the specific development of this system, supporting AT Medics in the management of their various practices/contracts to ensure patient contact is enabled on yet another format medium 2. Questions raised and answered including Data Protection legislation relating to DR IQ - full 	All to note

		<p>discussion took place</p> <ol style="list-style-type: none"> 3. OD has willingly agreed to take all further questions directly and he and his team will respond accordingly 4. OD Thanked the Randolph PPG for their insightful questions and interest 	
		<p>Dr IQ Digital application:</p> <ol style="list-style-type: none"> 1. Additional patient health care provided online via app, with doctors available 24/7 2. Provided out-of-hours service at your finger tips 3. No telephone queues 4. Safe medical triage for everyone 5. Multiple users can use the app with one account (family members under 18) 6. Urgent medication request can be made 7. All personal data is secure as assigned medical and technical staff are constantly updating and reviewing privacy policies 	All to note
9.	PPG Agenda Items - JLD/TE:	<p>HealthWatch - JP: LAST AGENDA ITEM OF FIRST MEETING</p> <ol style="list-style-type: none"> 1. JP to work with TE and YB/ATM on an appropriate survey - JP has access to successful previous surveys 2. New ways of working need to be progressed 3. JP and HealthWatch thanked for providing the Zoom facility for both meetings. <p>THE MEETING ON MONDAY 1ST JUNE CONCLUDED AT 2030 WITH AGREEMENT TO RECONVENE BY ZOOM ON MONDAY, 8TH JUNE AT 1800</p>	All to note
	CONTINUED.....PPG Agenda Items - managed by JLD & TE:	<p>MEETING RECONVENED ON MONDAY 8TH JUNE 2020 AT 1800 BY ZOOM:</p> <p>A. PPG Relationship with Randolph Surgery:</p> <ol style="list-style-type: none"> 1. Since both the commencement of the full ATM contract and the meetings following the last PPG in January, there has been solid cooperation and interaction, including publishing the first Randolph Surgery Newsletter (location on the RS website still to be determined and advised to all patients) 2. RS agreed to take the PPG minutes 	All to note
		<p>B. Diversity programme for PPG Membership:</p> <ol style="list-style-type: none"> 1. JLD & TE to meet clinicians and staff (COVID will determine timing) to broaden PPG membership to include families and young children; working age population; long term conditions; vulnerable patients (usually with carers; over 75's and those with poor mental health) 2. This is also to be raised through the next survey to encourage interest 	All to note
		<p>C. Next Newsletter:</p> <ol style="list-style-type: none"> 1. Frequency of RS Newsletters - JLD proposed to focus publication every three months following the PPG meetings (not two months as previously suggested), to ensure fresh news and up to date information - all agreed 2. Next newsletter to have photographs of staff (if willing) and appropriate - perhaps a picture of the exterior of the building (also, replicate photographs on new website as 	All to note

		<p>suggested by MJ)</p> <ol style="list-style-type: none"> 3. All invited to suggest topics and items for inclusion 4. JLD and TE to work with YB in due course 	
		<p>D. Communications:</p> <ol style="list-style-type: none"> 1. New website to be available soon 2. Emails and Text messages will work in harmony with Dr IQ - all to use most favourable medium 3. Telephone system has been upgraded - <u>Practice telephone contact number changed 020 7052 7560</u> 	All to note
		<p>E. Individual Reports:</p> <ol style="list-style-type: none"> 1. EW - (taking lead on this subject matter) - Palliative Care Working Group <ol style="list-style-type: none"> a. patient involvement is vital b. All to be aware of changes to the NW London CCG - 6 groups to merge - all being managed by NHS England c. Not as much progress at present due to CV19 	All to note
10.	Any other business	Full agenda/lengthy meetings covered most items	All to note
12.	Meeting closed at 1730 on 8th June 2000	JLD and YB thanked everyone for their contributions, particularly JP and HealthWatch for providing the Zoom facility for both meetings.	All to note
Dates of next meetings		7th September 2020 7th December 2020 1st March 2021	