**Oakwood Medical Centre**

**Patient Participation Group**

**Minutes of meeting held on 9th June 2022 via Zoom**

Present: Stacy Holding, Michelle Mcvey, Stephanie Jacobs, Rohinton Khajotia, Elena Dellafiora, Maria Mitchell, Vina Amin

Apologies: Frances Halliday, Betty Meth, Tom Devine, Babu Shah, Nevin Kaleli, Marilyn Brewster

**Review of previous minutes**

Nirusha Jeevakumar – It was suggested that it may help if Nirusha’s role was more widely known and explained in a positive way, perhaps by a ‘meet the team’ display. Stacy apologised that she hasn’t got around to doing a display but it remains on her to do list.

Access to records – This has been delayed until July (date to be confirmed) as the majority of practice clinical system suppliers are still finalising their software updates.

Patient access – No change to the practice operating procedures. Face masks are still being worn by staff and patients. The practice has received updated guidance this week, where the use of face masks is being relaxed, but this is still to be discussed at practice level.

**Outpatient waiting times –** Tom asked for an update on outpatient waiting times. Michelle explained that we don’t have a list of the expected waiting times and it depends on the speciality, but she is finding that most are offering a routine appointment within 18 weeks. Stacy has emailed the GP liaison team at Royal Free Trust to request an update.

**Cervical screening awareness week –** Enfield is taking part in the cervical screening awareness week from 20th June. This is being advertised in the practice and on the practice website. The aim is to encourage patients that are due or overdue a smear test to book an appointment. Smears are offered routinely every 3 years to females aged 25-49 and every 5 years to females aged 50-64. Recalls stop at the age of 65 unless one of the last three tests was abnormal. The practice will be contacting patients that are overdue via text or letter and will be offering more smear appointments than usual during the awareness week.

**Enhanced services –** The practice will be offering the same enhanced services as last year. These are weight management, learning disability health checks and minor surgery.

Weight management – Offer of referral to the weight management service. Available to patients aged 18 and over on the practice Obesity register.

Learning disability health checks – Annual health check completed by Julie and Dr Dogan. It is a thorough check done by the health care assistant and GP and takes approximately one hour to complete. These are offered to all patients 14 and over on the practice Learning disability register.

Minor surgery – Dr Dogan does a minor surgery clinic for joint injections and skin excisions. Patients must see a clinician first to confirm they are suitable for minor surgery before booking. We are hoping to restart this service in July following Dr Dogans update at the end of June. This was previously postponed due to him having covid.

**Staff –** Dr Jones was due to start a salaried position at the beginning of April, but has unfortunately been sick since the middle of March. We are hoping she is well enough to return in July.

Linda has been off sick since March and we are unsure at this stage when she will be well enough to return to work. The practice has employed a new receptionist, Deborah on a fixed-term contract to cover Linda’s sick leave.

Dr Gupta joined the practice on 1/6/22 as a salaried GP for 6 sessions per week with a view to partnership.

Dr Kohll will be leaving on 21/6/22 due to personal reasons and the practice is advertising for a new salaried GP for six sessions per week.

Dr Phillips has finished her 12 month fixed-term maternity cover and is now doing some regular locum sessions, before returning in October for a permanent salaried position for 3 sessions per week.

Once the practice has recruited a new GP they will be offering two extra sessions per week to help with demand.

Stacy is having surgery on 30/6/22 to repair a non-union foot fracture. She will be in a non-weight bearing cast for six weeks post-op and will be working from home. Michelle will be available at the practice to deal with anything that Stacy can’t do remotely.

**Any other business –**

Maria has noticed that not all staff are wearing their name badges. She wanted to compliment a member of staff at the meeting but was unable to do so and wanted to point out that it is useful for positive feedback as well. Michelle will remind the admin team that badges need to be worn at all times.

Vina said that there has been a lot more positive feedback on the Next door app group about the practice.

Maria asked when the next PCN PPG meeting would be. Stacy will find out and update the group.

**Next meeting Thursday 8/9/22**