

Amersham Vale Practice Patient Participation Group Meeting Agenda



Staff Updates-

- Sadly we said good bye to Dr Singh yesterday 28/6/22 Dr Singh Has now retired from being a GP.
- Nurse Helen has retired 12.5.22
- We have said Good bye to Advanced Nurse Practitioner (ANP) Roye -20.5.22
- Dr Vaterlaws leaves at the end of July
- Alex Winter will be leaving us also (Receptionist)

We welcome:


- Dr Neha Agarwarla GP registrar year 2
- Advanced Nurse Practitioner (ANP) Tim Hunter
- Advanced Nurse Practitioner (ANP) Gail Budgen
- Marian had moved from Nursing Admin to Health Care Assistant – Marian now performs Health checks, Blood Pressure checks and Phlebotomy (Blood Tests)

Friends and Family Test







The friends and Family Test is an important feedback tool that supports the fundamental principle that people who use the NHS services should have the opportunity to provide feedback on their experience. Listening to the views of patients helps identify what works well and what can be changed

Blood Tests In the Practice

We now provide a Phlebotomy service in practice.

-  **Covid 19** – Spring Booster/4th injection – are available to over 75s and Patients who are autoimmune. These patients will be contacted by the practice. All other patient will know when we know. We will let you know

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-  **Did Not Attend (DNA) Update**- Unfortunately the Did Not attend statistics were not available. We will make them available next meeting.
-  **New ways to cancel appointments**
 - Check in Screen 20 metre from Practice from Mobile
 - Cancel appointments and leave a voicemail
-  **After Hours Provision** (Question from Patient) – After hours provisions have been taken over by NHS 111 and the OHL federation when the practice is closed. Phone calls are no longer forwarded to seldoc when you call the practice number.
-  **Voicemail facility** – you are now able to leave a voicemail to cancel an appointment.
-  **Surgery Pod** - will be installed soon – patients can use it to check their Blood Pressure, height, weight and much more, asthma, contraception pill reviews etc. Can all be done by this new machine. We encourage our patients to have a try. Discussion moved towards those patients that cannot use the Surgery Pod. You do not have to use the pod, we do still offer appointments for the above mentioned.
-  **Choosing a PPG Patient Lead to work with the Practice –**

A few words from our Patient who would like to be the PPG Lead - Ms S Arshad

“I am a leader helping people gain competitive advantage by leveraging the power of people, technology, and Smart Solutions. I believe Sustainability is important for our future and passionate about protecting our people, the environment and helping communities thrive.

I graduated with a BA Hons in Media and Communication and Sociology from Goldsmiths University of London, and I enjoy giving back to the community by participating on the Board of International Youth Federation, a social innovation non-profit NGO and as a Board of Governor for a local school.

I get my energy from creating empowered teams and delivering value. I strive to *make a difference* in my work and life. I focus on developing a supportive team culture with a focus on wellbeing and mental health.

Diversity and Inclusion is important to me; I have led the development of Siemens Diversity, Equity and Inclusion, USA, I was a mentor with The Siemens Foundation in Science, Technology, Engineering, Math (STEM) education initiatives, and The Princes Trust a program for vulnerable young people, for several years.



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Next Meeting TBA – Sept 2022