

# Amersham Vale Practice Patient Participation Group Meeting Minutes



## Staff Updates-

- We say goodbye to Dr Moulin on 30/09/2022
- And Also Senior Administrator Christine

### **We welcome:**

- Dr Neha Agarwala
- Dr Tileepan Thevarajan
- Dr Charlotte Juman
- Receptionist – Rebecca Foster
- Admin – Patrick Kouassi

## Blood Tests In the Practice

**We now provide a Phlebotomy service in practice.**

### **When did this commence?**

Our HCA Marian has started conducted blood tests for the practice. This is to assist with demand for patients within the practice to arrange blood tests. And this is only offered to patients registered with the Practice

## Covid 19 and Flu Vaccination

Autumn 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

Note: A member within the PPG had praised the organisation and the communication with patients that apply to having the Covid 19 and Flu Vaccination.

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+ **Did Not Attend (DNA) Update**- Unfortunately there was no Did Not attend statistics available. **We will make them available next meeting.**

+ **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.

## + **Extended Hours Service at Suite 1**

One health Lewisham have transferred their services towards the North Lewisham PCN. These are now available within Suite 1 at the Waldron Health Centre.

The purpose behind the North Lewisham PCN is to enable and allow GPs within the North Lewisham PCN to book appointments from face to face, telephone, nurse appointments and Phlebotomy appointments.

The opening hours of the Extended Hours services are:

**Monday – Friday 6pm – 8.30pm and Saturday 9am – 5pm.**

## + **Surgery Pod**

The Surgery pod has been installed – patients can use it to check their Blood Pressure, height, weight and much more, asthma, contraception pill reviews etc. We encourage our patients to have a try.

Discussion moved towards those patients that cannot use the Surgery Pod by one of the members of the PPG.

You do not have to use the pod, we do still offer appointments for the above mentioned.

## + **National GP Survey**

4 Questions asked every year we would like to get your feedback  
Patient survey handed to patients for them to see the last outcome.

### **PPG member's comments:**

A member within the PPG had praised the telephone service provided from Amersham Vale Practice. The Duration to having calls answered by reception has improved significantly.

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## **Choosing a PPG Patient Lead to work with the Practice –**

The practice has asked for candidates for the new PPG lead and we have only had one submission. Ms Arshad Will be taking meeting from Now on.

The format of how you are contacted will not be changed this will still remain, through the practice for Confidentiality purposes.

### **PPG Members Recommendations**

- eConsults – Possibly having less questions in order to submit an form
- Patient Access Announcement – Updating patients that this can not be used to book any appointments.
- Active GP representative idea. Members had requested for a GP representative to be apart of the PPG.
- Possible PPG Lead and Deputy Lead.

Document correct: 26.10.22  
Next Meeting TBA