Virtual PPG Meeting Minutes at King’s Family Practice

Date: 19/08/21

Attendee: Dr Subhro Mukherjee (SM), Mohammad Halim (MH), Leslie John Lawrence (LL), Temi (Zoom name was Temi but was not able to get the actual name as the microphone didn’t work for the patient)

Agenda: 1. Change of Partnership update

2. Introduction of Extended hours

3. Increased clinical capacity/New services

4. Covid update

5. Upcoming Flu season

SM – Dr Mukherjee introduced himself as a GP Partner and explained the reason for the meeting. He also explained the structure of the organisation. He then went through the details of change of partnership from DMC. Explained about Aspire Medical Health vision and changes introduced since the takeover of the practice. He also explained on below areas:

1. Extended Hours – introduction of extended hours on Tuesday to help working patients with late evening clinic. this is also an additional capacity in terms of number of appointments
2. New Services/clinical capacity – we’ve recruited a full time GP as well full time experienced HCA. We also have a full time Nurse Manager. We’ve introduced various clinical professional i.e. ANP, ACP, Clinical Pharmacist, Pharmacy Tech, Mental Health Nurse etc. to increase the capacity at the practice. Therefore patients now have an opportunity to see range of different professionals.
3. Covid – We’ve social distancing in place at the practice. We followed up with all patients with high risk of Covid for support. We also have social prescriber who works closely with the patients in need to sign post them. We have been closely working with PCN to ensure all our patients are vaccinated for COVID.
4. Flu season – We’re due to receive our flu vaccination end of September. The plan is to run various clinics during the week and possibly over Saturdays to ensure the increased uptake. We’ll invite patients via text messages and phone calls. We’ve ordered enough vaccination to cover our patient’s cohort.

LL: do you have mental health Nurse?

SM: Yes, we’ve MH nurse who covers other practices as well across Chatham.

LL: I also work with a charity to offer support to mental health patient.

SM: We can introduce you to our Team Leader who can work along with you to explore further

LL: We’ve got our posters on the noticeboard including contact details

SM: we will try to accommodate your request. I’ll let you in touch with TLs

Temi: Thanks for inviting me. I am new to the surgery and would be happy to contribute. How are your appointment systems working?

SM: At the beginning of the lockdown it was mainly telephone appointment but now we’re offering the mixture of F2F and telephone after successful screening.

LL: Lot of people booking online but I can’t . are you going to restart the old system of queuing up outside your door for on the day appointment

SM: for safety reason we would encourage to do it online or via telephone. However, you can also come onsite for other services i.e. collection of scripts

LL: how often are you going to arrange the meeting and how many people are being invited?

SM: quarterly. But would be good if we could have a chairperson and have the meeting regularly. Is that something you would be interested in?

LL: I don’t mind to be a chairperson. But not good on zoom

SM: I can ask Seniz to contact you and we can arrange F2F meeting in the next quarter. We’ll be interested to receive patients feedback whether positive or negative which will allow us to improve our services. We’re also inviting lot of patients for health check. We also have BP machine at reception and asking patient to come and use it. is there anything else would you like me to cover?

LL: no, you’ve covered a lot

SM: Thanks for attending and we will see you soon.