

**BELSIZE PRIORY MEDICAL PRACTICE  
MINUTES OF PPG MEETING**

28<sup>th</sup> July 2021

<b>Present:</b>	
Name	Title
Dr N Hanosh	GP Partner
Miss Zena Al-Tamimi	Assistant Manager
Yasmin Ahmed	Office Administrator
Mr H M	PPG Member
Mrs E M	PPG Member
Miss S O'K	PPG Member
Mrs B G	PPG Member
Miss R L	PPG Member

<b>REVIEW AGENDA</b>	1.	Introduction to PPG meeting and practice team
	2.	COVID19 HUB – 100k doses given
	3.	Building Update
	4.	Flu campaign / COVID19 campaign
	5.	Patient feedback survey
	6.	Physician Associate role within primary care
	7.	YouScreen Study/Cervical Screening
	8.	Service updates: weight management & Long COVID

<b>AGENDA ITEM</b>	<b>Discussion</b>
<b>1. Introduction to PPG meeting and practice team</b>	Discussion led by Dr NH. She thanked everyone for attending and introduced the new Office Administrator YA. All members also introduced themselves.

<p><b>2. COVID19 HUB – 100k doses given</b></p>	<p>Lengthy discussion about the COVID19 Hub held here at Belsize Priory Health Centre, HUB services started on the 18th December 2020.</p> <p>So far, the service has received positive feedback from patients, initially clinics were booked by GP practices based on JCVI clinical priority, however, now COVID vaccine clinics do not require a booking.</p> <p>Our site runs walk-in clinics on Thursdays between 9-12 as well as Sundays between 9-12, which is quite popular.</p> <p>The COVID HUB is now also part of the national booking system therefore appointments can be booked through 119.</p> <p>The HUB has also been advised that children, where clinically indicated, can be vaccinated.</p> <p>The practice is extremely proud to be part of this, and it aims to extend this service in September when boosters begin to be offered.</p>
<p><b>3. Building Update</b></p>	<p>The practice is pleased to announce that a new Health Centre site is currently under construction, this is not too far from our current site.</p> <p>Health Centre reception and GP reception will be merged as well as the waiting area which will have two separate calling systems.</p> <p>At present, we do not have a definite date of when we will move across however, it has been estimated that this should happen around June 2022.</p>
<p><b>4. Flu campaign / COVID19 campaign</b></p>	<p>Dr NH advised that as per yearly, the practice will continue to recall patients eligible for Flu Vaccines and these will be administered in the practice.</p> <p>PPG member EM queried if these services will be offered alongside the yearly flu vaccine clinics which Dr NH advised that the practice is surely aiming to offer patients both flu vaccines and Covid boosters however, this has not been confirmed as of yet.</p> <p>PPG member BG queried if both the Covid booster and flu vaccine, are safe to be received at the same time to which Dr NH advised that currently we do not have clear guidance on this from NHS England or Public Health however, patients will be informed should this be the case.</p>

<p><b>5. Patient feedback survey</b></p>	<p>Discussion led by ZA: patient survey can be found on the practice website; it reports an improvement compared to the previous years this was mainly due to access to telephone lines. The practice has recently upgraded their phone lines and it has been a great success as patients are satisfied.</p> <p>It has been reported to be one of the highest within the PCN team.</p> <p>The practice staff have been trained to answer calls efficiently and monthly reports are received monthly from the telephone line company.</p>
<p><b>6. Physician Associate role within primary care</b></p>	<p>PPG member BG asked when face-to-face services would be re-introduced; Dr NH advised that the practice would possibly continue with telephone consultations as first point of call and video consultations unless required by a clinician. This method enables the practice to accommodate more patients and it is more efficient; however, should the guidelines change, the practice will act accordingly.</p> <p>PA's can practice medicine just as much as GP's can within Primary care, however, if in doubt they can refer to the GP on duty.</p> <p>Other PPG members discussed their positive experiences with the PA's as well; expressing that patient's should not be hesitant or unconfident with them when booking an appointment to discuss medical issues.</p> <p>The Practice also has a new female PA who holds sessions Monday to Friday and has been employed for over a month.</p>
<p><b>7. YouScreen Study/Cervical Screening</b></p>	<p>As of April 2021, our practice has officially started to take part in the YouScreen Study. YouScreen is a research study that will offer women and people with a cervix the opportunity to take a self-sample for cervical screening. Clinical staff has received the appropriate training to be able to offer this service to the eligible patients.</p> <p>The practice is also actively looking for a practice nurse to enable to offer patient cervical screening in the practice. PPG member asked if a practice nurse is able to prescribe medication, Dr NH explained that some nurse are prescribing nurses and they can prescribe.</p> <p>Dr NH also advised that patients who require cervical screening could be remotely booked to the Extended Hours HUB with a nurse; booking can be made either via phone or online through the practice website.</p>

<p><b>8. Service updates: weight management &amp; Long COVID</b></p>	<p>ZA discussed the two new enhanced services that have been recently introduced:</p> <ol style="list-style-type: none"> <li>1. Weight management, which is a 12-week programme, which offers personalised support for patients to manage their weight and improve longer-term health outcomes. Patients will require a referral and must be over 18, have a diagnosis of diabetes (type I or type II) and have a BMI of 30+. So far, the practice has referred several patients to this service.</li> <li>2. Long COVID services: is a service offered to patients whom have been admitted to hospital for acute COVID. Patients can be referred via their GP or other healthcare professionals after a full assessment has been carried out. So far, the practice has referred two patients to this service.</li> </ol>
<p><b>End of discussion feedbacks</b></p>	<p>PPG member BG expressed gratitude towards clinical and non-clinical staff as service received in the last 18 months has been amazing despite these difficult times.</p> <p>RL expressed her high satisfaction also from all the staff at the practice.</p>

**Next Meeting: TBA**