

White Lodge Medical Practice

Patient Participation Group Meeting Minutes

Date: Wednesday 14th April 2021 14:00; MS Teams

1. Welcome and introductions - can I introduce Natalie - she will participate today to observe and learn to fulfil her new duties as the more senior member of the management team - some of you may have met Natalie when she was working on the front desk.

2. Covid-19 vaccination update - 44 cases in the last 7 days (9 daily), it translates into 15/100K. Both mortality and hospital admissions are dropping locally and nationally.

White Lodge is in 5th place in the entire NCL, with 63% eligible patients (5743) vaccinated with the first dose and 16.6% (1514) with the second dose.

The LVS themselves books the majority of the 2nd dose vaccinations, and we are usually assisting patients to do so.

3. PPG membership - I inherited a mailing list from Alyson, and I have a few addresses that never respond, and some of them bounce back - for regulatory purposes, I need to be sure who exactly is on PPG each year. Therefore, can I ask you all to register using our website or send me an email stating that you wish to remain a PPG member for another year. We will repeat this exercise every April. The members who joined in the last six weeks are not required to follow that process.

4. White Lodge - updates

A) The practice is opening for patients. This week we will remove all the warning posters and leave only instructions about the current safety measures around hand hygiene and social distancing. A significant number of our patients already successfully use our website to submit their requests and queries. The aim is to reduce the footfall and congestion in the waiting room when we increase the number of F2F appointments on the day.

B) As of 1st of April, we are asking all our patients to stop submitting prescription requests in paper via our inbox, unless they fall in exceptional circumstances categories (struggling with IT, no mobile phone, disability, other condition). The objective is to reduce the number of paper requests to a bare minimum - reason: infection control, data protection, information safety.

C) We have some new team members: new Registrar, Dr Kishan Gopalakrishnan (on 18-month placement), two new foundation doctors: Dr Lucas and Dr Hubraq, are going to stay with us until the end of July. We also have two new receptionists: Dilara and Salsa. Also, a new GP joins our team on Monday: Dr Salim Parkar will be seeing patients in the morning and afternoon.

5. Chase Side Primary Care Centre - progress update

6. Q&A

7. AOB