

# THE RIVERSIDE PRACTICE

## Patient Participation Group Virtual Meeting 29.6.2022

Due to Covid-19 the PPG members have been written to and are kindly requested to read the below and give any feedback and comments to Dr Goel. This can be by letter or email to the practice email address as follows: nelondon.theriversidepractice@nhs.net

### PPG Members:

- AJ
- EL
- HM
- MD

### Agenda

- Covid-19- update
- Practice website update
- Online triage service update
- Staff Update
- PCN Update
- Care Opinion update
- AOB

### Covid-19

The PPG and patients are thanked for their patience and for working with the practice during the pandemic. For everyone's safety in line with NHS guidance we have moved to more remote ways of consulting including by telephone, online and video calls. In order to reduce infection risk we have spread out the appointments to avoid patients waiting in the building. We are asking all patients to wear a face covering in the building. Where clinically appropriate patients are also booked for a face to face GP appointment and our normal face to face services have been continuing as normal with the nurse, physio, healthcare assistant and allied health professionals.

### Practice Website

#### **ACTION**

**The PPG is asked to give feedback on how the practice website could be improved and its overall ease of use**

[www.theriversidepractice-hackney.nhs.uk](http://www.theriversidepractice-hackney.nhs.uk)

### Online Triage Service

In line with NHS guidance the practice now offers an online tool to contact the surgery for non-urgent problems, general admin, to request an appointment, request repeat

prescriptions and medical certificates. This is found by clicking the appointments tab on our home page.

## **ACTION**

**The PPG is asked to give feedback on how the practice website could be improved and its overall ease of use**

### **Staff Update**

As the PPG will have noticed we have had a change in our reception staff and are actively recruiting additional reception staff to help increase our team. We hope that the PPG have not noticed any change in service and if you have identified any staff training needs then please advise.

## **ACTION**

**Please advise on any improvements or training needs you feel would help our team**

### **PCN Update**

As well as additional social prescribing support via the PCN (primary care network) which covers the 7 local practices, we also have a new clinical pharmacist (Mr. Ashish Davda) who is able to see patients for medication reviews and long term condition reviews on Monday, Tuesday, Wednesday and Friday afternoons at the practice.

New additional roles which have started at the practice include the practice first contact physiotherapist, health and wellbeing coach (who can help with lifestyle change such as increasing activity and losing weight) and care navigator (who can help patients with complex needs such as helping attend appointments).

### **Care Opinion**

The practice has started receiving patient feedback using this online method and this is accessed on our website by clicking the FEEDBACK tab at the top of the homepage.

1. **Recent patient feedback for areas of improvement**, which have been discussed with the practice team at our monthly practice meetings. Any staff training identified has been carried out:
  - Smear tests and how these are carried out
  - Reception telephone manner
  
2. **Positive feedback:**
  - Quick and responsive and able to be seen quickly by the doctor the same morning
  - Ear syringing service

## **AOB**

- **To try and invite more members to join our PPG**
- **PPG to advise on any other business**

## **Feedback from PPG**

Minutes signed off 8.7.2022 and written feedback received from MD that the minutes are agreed and that reception has improved but needs regular monitoring. Also that patients who are happy with the service are encouraged to give feedback.

## **Next Meeting**

Proposed: September 2022 and hopefully review this year's GP patient survey results and update on the above items.