

# THE RIVERSIDE PRACTICE

## Patient Participation Group Virtual Meeting 7.12.2022

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: [nel.theriversidepractice@nhs.net](mailto:nel.theriversidepractice@nhs.net)

**Signed off by the PPG on 21.12.2022.**

### PPG Members:

- AJ
- EL
- HM
- MD

### Agenda

- Covid-19- update
- Practice website
- PPG improvement fund
- Staff Update
- PCN Update
- Care Opinion
- Practice business plan
- 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.

**ACTION: Can the PPG give their feedback on contacting and using the practice and any areas of improvement**

### 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)

### **PPG Improvement Funds**

Update on **2021/2022 expenditure**. The total funds allocated to the practice were **£3983.90**.

The actual spend in 2021/2022 was **£11,256 as below**:

1. Central heating system repairs £4581
2. LED lighting to clinical and admin areas £5439
3. Practice website annual charge £750
4. Patient touch screen annual license £486

The allocation for **2022/2023 is £4632.50**

The proposed new investment for 2022/2023 is:

- Practice website annual charge £750
- Patient touch screen annual license £486
- £7272 carried over from 2021/2022

Total investment is £7272 (from 2021/2022) + £1236 (from 2022/2023) = **£8508**

meaning **£3875.50** to be carried over to be used against any 2023/2024 improvement funds

**ACTIONS: PLEASE CAN THE PPG INFORM DR GOEL IF THEY ARE NOT IN AGREEMENT WITH ANY OF THE ABOVE.**

### **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.

### **PCN Update**

As well as additional social prescribing support via the PCN (primary care network) which covers the 7 local practices, we also have our clinical pharmacist (Mr. Ashish Davda) who is able to see patients for medication reviews and long term condition reviews on Monday, Tuesday and Wednesday. We will also have an additional clinical pharmacist and also have a pharmacy technician. The additional new clinical pharmacist will be able to carry out medication reviews and also review some long term conditions.

Ongoing additional roles which are continuing at the practice include the practice first contact physiotherapists, 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 been receiving patient feedback from the online care opinion feedback tool on our website. We have been able to discuss and reflect on patient feedback to identify any improvements at our practice meetings.

Positive feedback has include:

- being caring,
- listening and helpful
- professional
- explain things well when having a smear
- having very good access to all types of appointment

Areas of improvement have included

- better acknowledgement of online requests and emails
- rude receptionist
- smear test experience

### **Practice Business Plan**

The PPG are asked to read the practice business plan and feedback any comments.

**ACTION: Please can the PPG feedback any comments**

### **AOB**

**ACTION: Please can the PPG advise on any other business.**

### **Next Meeting**

Proposed March 2023.