

Trowbridge Surgery

PPG Meeting Minutes – Thursday 7th December 2023- 6.30pm

Attendees

Trowbridge Surgery Practice Team:

Natasha Wilson (*Practice Manager*), **Amina Mulla** (*Assistant Practice Manager*), **Dr Qureshi** (*Regional GP Director*), **Sumayyah Akhter** (*Pharmacist*).

Patients: 6635, 1007, 6250

Apologies: Dr Esther Fernandes

1. Welcome and Introductions

- Introduction and welcoming patients to our last PPG for 2023.

2. Ownership Update:

- Natasha updated, you may be aware there has been speculation recently about the future ownership of AT Medics, who manages this practice, Today's update will provide more clarity on our future:
- Will not change the way we manage our practice.
- Patients will be seen by the same doctors, nurses, HCA's, Clinicians and admin team.
- Our entire group will move to a new ownership under the HCRG Care Group, they are UK based and owned and is one of the largest community health and care service providers.
- Although it will be business as usual for the practice, it is important the PPG and through you our local patient are aware of this proposed change of ownership.
- Part of this process, we are asking for patient feedback on this change in ownership, to help us please share with your network and direct fellow patients.
- Thank you for your ongoing support of our practice.

What is PPG?

Natasha updated the following:

Each PPG is unique: evolving to meet local needs. PPG works with the practice to:

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- Offer patient perspective on services provided by the practice
 - Contribute to the continuous improvement of services
 - Foster improved communication between the practice and its patients
 - Help patients to take more responsibility for their health
 - Provide practical support and help to implement change

3. Practice Team Updates – new Joiners:

- Natasha updated we are recruiting two receptionist/admin staff.
- Dr Muse is going on Maternity Leave
- One of our admin team member is also going on Maternity Leave.

4. Practice Update:

- Natasha updated on porter cabins, we are still waiting, looking at additional space, Kenworthy road have two rooms available at present.

5. Community Service Update:

- Natasha updated, she has found out community events are happening in the Senior Citizen Club.
- St Mary's Eaton Church have free lunch and also have a disco tomorrow (08/12/2023)

6. Patient Engagement Event:

- Natasha updated:
- We had a Self-Care Week event – 13/11/2020-17/11/2023
- Today Healthy Heart Event by our Regional GP Director – Dr Qureshi and Pharmacist Sumayyah Akhter.
- Next Event we are planning will be Diabetes.

7. Musculoskeletal Direct:

- Natasha updated Musculoskeletal Direct is an online questionnaire designed to help you receive the right care at the right time for problems such as back, neck and joint pain, patients will be able to self-refer.

8. Patient Survey result Feedback

- Dr iQ – more appointments
- Introduction to other pathways for care
- Call buster call back system
- Staff recruitment and promotions

9. AOB:

- Patient 6635 – Wanted to know if we still do gym referrals
Amina updated yes we do refer patients the programme is called Healthier Together.
THE HEALTHIER TOGETHER PROGRAMME IS FOR PEOPLE WHO ARE:
 - Aged 18 years or over
 - Hackney resident, or registered with a Hackney GP
 - Ready to make significant changes to their daily habits
 - In need of structured support to make lifestyle changesHealthier Together sessions are delivered from a number of leisure centres and community venues across the borough.
 - Britannia Leisure Centre
 - Clissold Leisure Centre
 - Kings Hall Leisure CentreReferral Criteria:
THE PATIENT MUST BE:
 - Inactive (not currently achieving at least 30 minutes of moderate physical activity per week) AND
 - Have at least one established risk factor or (stable) chronic condition that could be prevented or improved through being more active. For example CVD, Diabetes or mild to moderate mental illness (depression or anxiety)**THE PATIENT SHOULD NOT HAVE ANY OF THE FOLLOWING CONTRAINDICATIONS:**
 - Require a rehabilitation exercise programme tailored to support recovery from specific conditions including Cardiac, Stroke, Pulmonary Rehabilitation, Neuromuscular Disease.
 - Display contraindications for exercise according to current British Association for Cardiovascular Prevention and Rehabilitation (BACPR) guidelines.
 - Unstable and/or limiting physical or mental health condition, which requires clinical management/supervision
- Dr Qureshi introduced himself, Regional GP Director, works in Tower Hamlets, looks after Trowbrdige Surgery too, patients may receive text/calls as and when or if covering for a GP.
- Patient 6635 –Feedback – Telephone line option 1 call back system work well.

Minutes taken by: Amina Mulla

Date of next meeting: In 3 months' time – Date to be confirmed.