

EARLS COURT CENTRE FOR HEALTH AND WELLBEING PPG MEETING 14/10/2021

- Very impressive turnout, 22 patients in total. 12 patients dialled in to attend on Zoom and the other 10 attended the meeting in person at the Practice
- Sarah Benge (PM EC), Agnieszka Jaruga (PM KRMC), Abu Osman (NWL DSM), Reena Gonsai (NWL DSM) were in attendance
- Sarah welcomed all the patients who were in attendance and introduced the team
- Sarah, Agnieszka and Abu went through the PPG presentation in detail. Areas which were covered were the team, the challenges, investment and training of staff, the ECHW website and how to access it and navigate around it, the telephone system and recent issues with it and the steps taken to overcome those issues, patient improvement, medicines safety, cervical and bowel cancer screening, learning disabilities, the diabetes improvement project, smears, patient experience and the GP Patient Survey 2021, the internal GP survey results and the Covid hub
- The attendees were then given the opportunity to ask questions
- The main areas raised were to do with the closing during certain times of the day of Dr IQ, prescription issues, difficulty getting through on the phones and referral queries
- The Management team responded to all of the queries raised and answered them to the satisfaction of the patients. The attendees who wanted a more in depth discussion about these points were informed that Sarah would call them to speak to them personally after the meeting, which she did
- Although some of the patients wanted to discuss personal health issues relating to their own personal medical treatment and conditions or those of their family/loved ones, they were all informed that this was not the platform for that and that Sarah would individually contact them to discuss these as discussing it in a public forum would be a breach of confidentiality/privacy. Sarah called all of the patients who had raised personal health issues and who wanted to discuss them more in depth, after the meeting so she could go into what they wanted to discuss privately and in more detail
- Overall the patients who attended were really happy with the meeting and the information they were given regarding the services the practice is offering and why they should be coming in, especially for smears/imms etc
- Next meeting is set for January 2022. Sarah will be contacting those patients who expressed an interest in wanting to be a part of this meeting and the PPG group for the surgery going forward closer to that time