



EARLS COURT HEALTH AND WELLBEING CENTRE

PATIENT PARTICIPATION GROUP (PPG)

Date: 30.03.2023

Time: 11:00

INTRODUCTION

- Welcome to Earls Court Health and Wellbeing Centre's PPG Meeting
- It is very important that we continue to have these meetings especially in times to ensure that there is regular communication between the practice and patients
- Please remember that this meeting is not about complaints or personal issues.
- It is about how we can work together to create a united front and have the chance to bring the community and service together



EARLS COURT HEALTH AND WELLBEING CENTRE'S TEAM

Clinical Team	Job role
Dr Nandana Jayaram	Clinical lead GP
Dr Tala Qusous	Co-clinical Lead GP
Dr Farukh Malik	General Practitioner
Dhara Shah	Pharmacist
Hana Ibrahim	Physician Associate
Chloe Pearce Amparo Belda Wiam Haddani	Practice Nurses
Hind Abdelmula	Nurse Associate
Nawaal Abdi	Healthcare Assistant
Dr Natalia Musial	General Practitioner

Admin Team	Job role
Sarah Bengé	Practice Manager
Rosset Lopez	Assistant Practice Manager
Fuljan Banu	Administrator
Mojidur Rahman	Receptionist
Sabeen Sheikh	Receptionist
Georgina Seymour	Receptionist
Sabah Abas	Receptionist
Lora Islami	Receptionist



EARLS COURT'S VISION

- Improve access to patients with better telephone access, a range of appointment types, and great communication
- Engage with patients about their health and the services we provide in order to improve health proactively
- Optimise the management of Long term conditions
- Work in a multidisciplinary team to ensure the best care
- Work closely with CCG (Clinical Commissioning Group) and PCN (Primary Care network) and Community to offer the best service possible



WHAT IS A PPG

A PATIENT PARTICIPATION GROUP (PPG) IS A GROUP OF PATIENTS, CARERS AND GP PRACTICE STAFF WHO MEET TO DISCUSS PRACTICE ISSUES AND PATIENT EXPERIENCE TO IMPROVE THE SERVICE.

PPG for Practice

- Develops a partnership with patients
- Support health awareness and patient education
- Listen to patient's feedback

PPG for Patients

- Patients to be more involved and make suggestions about the healthcare they receive could be improved
- Feedback on patient experience to help improve the service



PRESCRIBING PHARMACIST

- Assessment of patients with undiagnosed or diagnosed conditions.
- Prescribe medications as clinically indicated.
- Minor elements like MSK issues, infections and reviews.
- Can interpret blood test results and discharge letters.
- Daily issuing of medication requests
- Regular audits for high risk medicines and conditions to ensure safety of our patients.



PHYSICIAN ASSOCIATE

- Physician associates are medically trained healthcare professionals that work under GP supervision.
- They are able to do take histories, perform examinations, treat a range of acute and chronic conditions, blood test results and referrals for further investigations if required.
- Currently unable to prescribe but will be able to as per General Medical Council (GMC) in late 2023.



DAY TO DAY OF A RECEPTIONIST

- Handling patients face to face and on telephone calls
- Medication requests
- Referrals
- Chase ups of appointments and clinic letter.
- Tasks
- Recalls
- Dr IQ
- Registrations and deductions



DR IQ



Dr iQ is our in house surgery application which has the following to offer

- **e-Consultations**
- **Pending medication orders**
- **Practice change requests**
- **Patient profile update**

We are also going to provide weekly training to all patients for Dr iQ training.

- All of the above is checked and actioned on a daily basis.

Duty Triaging system

- All appointments received are to be triaged by the duty Dr before the appointment is booked in. It is up to the duty Dr who the patient is booked in with being a Dr, Pharmacist or Physician associates.



LINKAGE KEY

Linkage Key Guide - SystmOne

Giving patients access to view their medical records via Dr. iQ



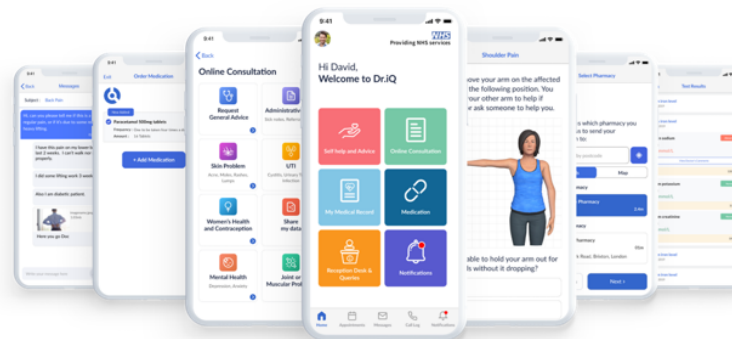
What is a linkage key?



A linkage key provides patients with the ability to connect their Dr iQ account with their medical record, which is held on SystemOne.

In order for a patient to gain access to their medical records on the Dr iQ app, they will need to submit a linkage key request to their practice via the app. As part of that request, patients are required to submit ID documents and a selfie video so you can confirm their identity before providing the linkage key.

On the Dr iQ web dashboard you will receive the linkage key request from the patient. Once you have confirmed the patients identity, you can proceed to generate the linkage key within SystemOne. This guide will provide you with step by step instructions on how a patient can request a linkage key and how as a practice you should be processing these requests as well how to troubleshoot some of the common issues.



How does a patient request a linkage key?



The patient will first have to log into their Dr. iQ account and then will be able to follow the proceeding steps >>

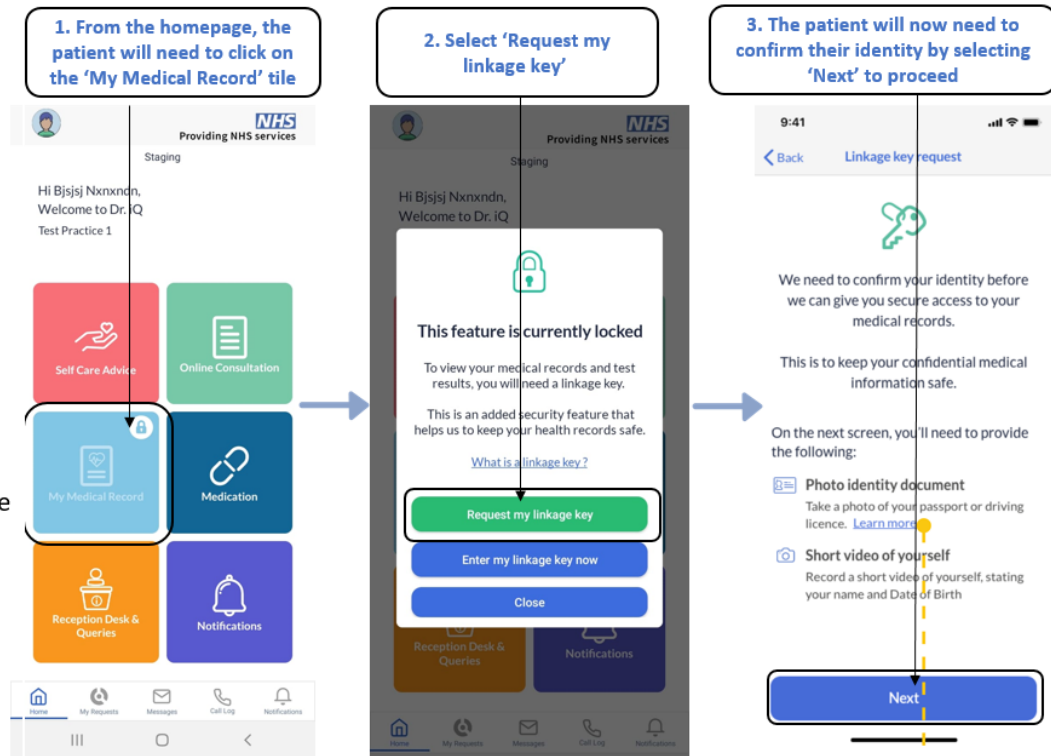
A patient's medical record will contain the following sections, although some sections may be empty if you have not given them access to this data:

- Problems
- Consultations
- Test Results
- Documents
- Medication History
- Immunisations
- Allergies

Currently for your practice patients will be able to see the following:

- Medication History
- Immunisations
- Allergies

Should a patient want access to their full record please follow the 3 step protocol on the last slide.



EALRS COURT COMMUNITY CHAMPIONS

ADMISSION FREE

EARLS COURT COMMUNITY Champions



LUMBA

**EVERY MONDAY
10-10.45AM**

Come and feel the energy!

HEALTH & WELL BEING CENTRE
EARLS COURT
2B HOGARTH ROAD
SW5 0PT

Book your place call Leny on 07557237697
leonora.ghazal@Smartlondon.org.uk
find us on instagram and Facebook



EARLS COURT COMMUNITY Champions



Mindful Art Sessions

**EVERY MONDAY
11AM-12.30PM**

HEALTH & WELL BEING CENTRE
EARLS COURT
2B HOGARTH ROAD
SW5 0PT

JOIN THE COMMUNITY CHAMPIONS ON MONDAYS FOR A FREE RELAXING WEEKLY ART SESSION, IMPROVE YOUR SKILLS AND MEET OTHER PEOPLE! REFRESHMENTS AND EQUIPMENT PROVIDED!

All Levels Welcme

TO BOOK CALL LENY ON: 07557237697
LEONORA.GHAZAL@SMARTLONDON.ORG.UK
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Time to Get Together

Learn how to make soap, lip balm, body balm & scrubs, lavender bags and more . . . make your own natural gifts on this fun, 5 - week course for adults!



Sessions are every Thursday,
at Earl's Court Health & Wellbeing Centre
10.00am - 12.00pm


Earl's Court Health & Wellbeing Centre
2B Hogarth Road
SW5 OPT
Booking is ESSENTIAL

Thursday 20th April 2023	Lavender Bags & Body Scrub
Thursday 27th April 2023	Natural Body Balm
Thursday 4th May 2023	Homemade Bath Balls
Thursday 11th May 2023	Natural Scented Soap
Thursday 18th May 2023	Homemade Lip Balm

All sessions are free, all you need to do is:

- *Book a place by emailing:
leonora.ghazal@smartlondon.org.uk
- OR calling Leny on: 07557 237 697
- *Complete an enrolment form
- *Show your ID at enrolment
- *Attend every week



EARLS COURT
COMMUNITY
Champions

response
Community
Projects
Earls Court



Earls Court BABY BANK

Free Baby and children's clothes, nappies, food
and other items for those who need it most

Every Wednesday 9am - 11am

&

Every Saturday 2pm - 4pm
Response Community Project
300 OLD BROMPTON RD,
LONDON SW5 9JF

**Wednesday
9.15am -
10.45 am**

**Stay &
Play!**

For more information
please call
Leny on 07557 237697
email: leonora.ghazal@smartlondon.org.uk








QUESTIONS

