

**Patient Participation Group
Minutes of an On-line Meeting
held on Tuesday June 2022 at 1pm
via Zoom**

Present:

Patients: KF, JH, JK, RK, IVC, CVC (Minutes)

GP Partner Dr Majida Hussain (MH)

GP Partner Dr Moin Kapadia (MK)

GP Trainee Dr Pardalidas (PP)

Practice Manager Amarjit Ranadev (AR)

1 Minutes

The minutes of the previous meeting held on 9 February 2022 had been distributed in advance.

2 Matters Arising

There were no matters arising from the previous minutes.

AR reminded patients that they should not bring personal problems to the meeting.

3 Friends & Family

3.1 AR shared her screen with the spreadsheet that recorded the results for May 2022. This showed that the positive remarks far out-numbered the negative ones.

4 Appointments Update

4.1 The number of appointments generally had increased, particularly with nurses and especially for mothers and children and cancer screening.

4.2 AR reported that Saturday appointments were now available between 9am and 1pm with both doctors and nurses. The appointments to see nurses for next Saturday were already fully booked. It was now possible for patients to book phone appointments online. The practice had grown with the introduction of additional roles, eg First Contact Practitioner and Phlebotomy. Early and late appointment times were available to offer times suitable for everyone. All this was a sign that services were gradually opening up.

- 4.3 In partnership with Brent Health Matters, housebound patients are now being visited at their home for management of chronic diseases. A holistic approach is taken by BHM, and overall patient well-being is looked at by the visiting clinicians. (visiting housebound patients had increased. This was to encourage patients to go out to CFP rather than the staff going to them.) There were about 60 housebound patients including those who were very frail and had not been seen for a while.
- 4.4 The expansion of services at CFP, however created a problem as there was insufficient accommodation available on the practice floor of the building, eg blood tests were being taken in the reception area. KF wondered whether spare rooms downstairs could be used. There was some confusion over who were the current landlords. IVC congratulated KF on being elected a Brent Councillor and said that, as she was good at lobbying, CFP should get support from the Council. **AR to contact KF.**
- 4.5 AR reported that a lot was happening in the background to take a holistic approach, particularly with regard to diabetes and mental health. There was concern, however, that these services might have to stop due to lack of rooms.
- 4.6 Dr Pardalidis joined the meeting: he was the third F2 on a four-month rotation to be supervised by Dr MK who added that he hoped one of the doctors he had trained would join the practice after qualifying as a GP.
- 4.7 IVC asked whether the number of patients had increased with the vast development of flats around the Stadium. AR noted that when she joined the practice there were approximately 7,000 patients and now there were 8,000. IVC added the observation that big areas of flats were being built without infrastructure. Dr MK pointed out that a large number of the population in that particular area were transient, many were students and few people had been coming from abroad due to the pandemic.
- 4.8 Dr MK explained that a lot of people in the NHS worked part-time. Although he and Dr Pardalidis worked full-time, other clinicians in the practice were part-time. This made it difficult to cover staff illness. Few newly qualified doctors wished to become partners and, therefore, did not stay long which made it difficult for patients to continue seeing the same GP and which was why other clinicians were needed.
- 4.9 From recent experience, JH wondered whether there was follow-up from doctors taking the Saturday clinics. Dr MH said they usually send a letter after seeing a patient.

5 AOB

- 5.1 AR announced that Brent Health Matters (Watch) was arranging an event meeting for patients to be held in September at the Sattivas Patidar (Hindu) centre in Forty Avenue. This would be better publicised than the previous meeting.
- 5.2 AR would be happy to put up posters for events held downstairs.
- 5.3 RK asked what were the current Covid rules and Dr MH said that there were now none as the Government wanted the population to live with Covid. However, she said it was advisable for people to stay at home for five days to avoid spreading it. Lateral Flow tests could be obtained from pharmacies but they were no longer free; PCR tests were available only prior to an operation when they were arranged via the hospital. CVC observed that Covid seemed particularly rife at the moment in North West London. Dr MK encouraged everyone to have all the available vaccinations which certainly reduced the symptoms even for the elderly and vulnerable, leading to fewer hospital admissions.

- 5.4 RK asked whether there were any new medications available for Covid. Dr MK said the best treatment was to have plenty fluids and ride it out. However, if one became much worse, there were newer treatments for hospital patients.
- 5.5 AR encouraged everyone to have whatever vaccinations were offered to them, eg for flu and pneumonia. Dr MK said there would always be some people who would not allow their babies and children to receive vaccinations which led to new outbreaks.
- 5.6 IVC asked whether a further Covid vaccination would be available in the next few months. Dr MK replied that vulnerable adults would be offered a fifth vaccination in the autumn, but he was not sure about the over 75 age group.
- 5.7 KF reminded everyone that the claim that vaccination for children caused autism had stopped many parents having their children vaccinated which also created mistrust regarding Covid immunisation. AR pointed out that a scientific enquiry had dismissed this idea and the doctor spreading the incorrect information had been barred by GMC to practice (from practice).
- 5.8 IVC asked what was the policy for patients who wished to continue at the practice after they had moved from Brent. Dr MH said patients had to live within a 1½ mile catchment area to enable home visits would be impossible and community services were allocated by area. Due to this policy, IVC and CVC regretted that they had to tell the doctors and PPG that they were leaving the practice due to their move to within the Borough of Barnet.

Date of Next Meeting

To be announced