**Wordsworth Patient’s Participation Group (virtual -Zoom)**

**Minutes of meeting held on Tuesday 3rd November 2020- 4.00pm**

**Present**: Emel Islek (EI -Chair); G.Chandramohan (GC-Secretary);

Dr Sajilal (Dr S); Zuber Gulamussen (ZG); Saadet Sangha (SS); &

Hirji Patel (HP).

1. **Welcome and Apologies**

**Apologies:** Ted Sparrowhawk (TS); Jennifer McBarnette (JM);

Dr N Hussain (Dr H); Imran Jahangir (IJ); Jeyasri Velauthapillai (JV);

Ghouse Fazaluddin (GF) & Charlie Camenzuli (CC).

* This is the fourth virtual Zoom meeting.
1. **Verbal report from Dr R Sajilal/ Saadet**
* **In the last 24 week period the Surgery has followed the procedure as below to deal with the patients as effective as possible:**
1. 4 Face-to-face patient appointments have commenced with remote appointments still in place.
2. New Dr Sam has started working with the surgery and Dr Pople is working from home and takes all calls from patients.
3. NHS Apps are available for all patients to download and use as and when required.
4. Patients are using the symptom checker/ appointments online and are still able to request appointments by phone.
5. The patients who are Expecting/Nursing mothers, Asthmatic, hypertension, Diabetic, have Mental issues, and Baby immunisation are seen given high priority and seen by the surgery.
6. As GF was unable to attend, he has requested the following questions;

a) Is the surgery undertaking health screening work now, such as diabetes reviews? – Reply is” yes”.

b) With the build up of long queues for routine operations, how is the surgery handling escalations for patients with urgent need? – Reply “The current system in operation is working well. Also when the referral is made to hospital, the patients are advised that this referral may take up to 6 to 8 weeks to reply and if they have not heard from the hospital then asked to contact hospital again for a speedy appointment”

1. **Matters Arising Garden Project**
* The garden is completed and will be allowed to bloom over the months to mature and ready to showcase/use by spring 2021. Covid restrictions are also the reason why the garden cannot be operational at this time.
* Will provide photos of the garden in its present state.
* HP/GC/ZG- nothing to add further to report
1. AOB – Staff decorated the staff canteen next to the kitchen and have new furniture – serving as a wellness rest area.

**Next meeting – Tuesday 1st December 2020 - 4pm start**