

Patient Participation Group (PPG)
Meeting Minutes
Wednesday 1st September 2021 at 7pm
Mitchley Avenue Surgery

Attendees: Meryl Doherty (Practice Manager) Apologies: Ed Freemantle (Patient)
Pat Magill (Chair)
Janice Magill (Patient)
Roger & Helen Wiggins (Patients)
David Scott (Patient)
Arnold Butler (Patient) (Zoom)
Jennifer Bates (Patient) (Zoom)
Mike Grenfell-Williams (Patient)
Brian Fox (Patient)
Jenny Bunner (Patient)
Jean Watkins (Patient)
Donna Coleman (Patient & Minute Taker) (Zoom)

1. **Welcome & Introduction**

PM opened the meeting by thanking all attending participants and confirming that everyone was happy with the minutes of the previous meeting.

MD welcomed everyone and mentioned our new receptionist: Kelly Lonsdale. Kelly will be working Monday, Tuesday, Thursday and Friday afternoons.

2. **Combined Flu & Covid Clinics**

MD advised that the practice are finalizing arrangements for booking in patients for the joint clinics. Patients will be offered a jab dependent on a number of factors, the more vulnerable will be vaccinated first. If clinics are combined vaccinations will take place at the Selsdon Park Medical Practice.

- | Stage 1: | Stage 2: |
|--|--|
| <ul style="list-style-type: none">• adults aged 16 years and over who are immunosuppressed;• those living in residential care homes for older adults;• all adults aged 70 years or over;• adults aged 16 years and over who are considered clinically extremely vulnerable; | <ul style="list-style-type: none">• all adults aged 50 years and over• adults aged 16 - 49 years who are in an influenza or COVID-19 at-risk group.• adult household contacts of immunosuppressed individuals' |

MD will compile a list of people who can attend last minute for the above combined clinics. NHS England have not agreed for Covid and Flu vaccines to be administered at the same time, approval is expected. It is likely that the Covid Booster will be Pfizer.

3. **CQC Report**

MD acknowledged that the latest CQC review was "terrible" and not a fair representation of the practice. She advised that they had gone back to the inspector with evidence of multiple errors

including: blood tests, risk assessments, safeguarding etc but the report had not been updated to reflect this.

DS asked if there was anything we as a group could do to challenge the report, assuming Dr Woolf wanted it of course? Have other practices had similar problems and how did they deal with them? Could the inspector be looked into maybe, as clearly these findings are incorrect? MD will speak to the practice manager at another Croydon surgery who had also received an unfair report recently.

The reporting structure has recently undergone a change and new searches of the clinical system have been introduced (these searches have been shared with other practices).

MGW asked if all patients can see the CQC report if so wish? MD confirmed that yes, they could.

It was also noted that the report contained many positives and that the surgery had rated consistently highly on the NHS GP Patient Survey.

4. Surgery Merger

MD advised that Mitchley Avenue Surgery is in the process of requesting a merger with Selsdon Park Medical Practice and that they have been a significant assistance to the practice for many years.

Mitchley Avenue Surgery are looking to the future and although Dr Woolf is not looking to retire in the short term, the practice needs to ensure its survival when he does. The leaving of Dr Vaithilingam, Covid and the CQC report have all put enormous strain on the surgery and Dr Woolf in particular.

The plan is to merge the patient list, but each practice will still see their own patients. The group were reassured by MD that appointment systems would remain independent, patients would be referred to Selsdon solely for treatments that could not be undertaken at Mitchley Avenue Surgery.

We in turn would benefit from the support of the larger practice with cover of staff in the event of absence.

MD fully supports the merger it and feels it will be positive move.

5. Any other business

DS reiterated that we should make a formal complaint to the CQC about the way the inspection report has been evaluated. MD confirmed that she would speak to Dr Woolf and report back to PM if he was happy for us as a group to proceed with submitting a complaint.

PM asked for ideas on what the PPG could do to further support the practice. A suggestions box was mentioned as was an accolades box! MD mentioned that since the start of the pandemic people seem to be more in the mindset to complain/email with queries.

A quick poll indicated that people would be happy to return to Wednesday afternoon meetings, PM to contact members with regards to availability.

The meeting ended at 8.10pm.

The next meeting date is TBC