

The Neaman Practice

Patient Participation Group Virtual Meeting

20.07.2020

5.00pm-6.00pm

Via Microsoft Teams

Attendees: Dr Chor

Patients attendants: due to technical difficulties the practice was unable to confirm the details of patient attending

Note taker: Shahana Uddin (PM)

Apologies: Mercedes O'Garro

Update on Staff

Dr Jian Chen join in January: working two days a week: Monday & Thursdays

Nurse Wendy Beckles left in January and was replaced by Nurse Anike Ajoa who is working three days a week: Monday, Tuesday and Fridays.

Update on Practice Services

On the day appointment from 8.30am: telephone & video consultation available using accu rx or if needed face to face

Online appointments available from midnight the night before

Baby clinic remains available and to make every contact matter all 6-8 weeks babies are asked to come in at 8 weeks for their immunisation.

Nurse's clinics are resuming but first telephone triage first before seeing patients

Phlebotomy clinic is available now that Barts is currently not seeing patients.

Xray and ultrasounds departments are open at BARTS

Patient registrations are being approved via email rather than face to face

Medication requests are being processed via email or through pharmacy request

Improvement Grant Spending

We received an improvement grant which with the agreement of the PPG Members was spent on the lift in March (£5700) and £2000 updating the practice telephone system for better access.