

## **Participation Group**

### **Minutes of Meeting: 4<sup>th</sup> March 2022**

**Present:** Dr N Basudev (Partner); Ms B Kauroo (Service Manager); Ms Lurana Goldring (Medical Liaison Officer); Mr Bayo Oylese (Financial Shield); 5 PPG members

#### **1. Introductions/Welcome:**

All members introduced themselves

#### **2. Apologies for Absence:**

Mr Richard Walker (PM); Dr A Ohletz (partner)

#### **3. Surgery Matters:**

##### **E-consults discussion:**

- Formally introduced e-consults as a new method of booking appointments.
- The practice presented its usefulness: positives and negatives.
- The surgery understands that it is not beneficial for follow up consultations and are reviewing the appointment system in the next 3 months.
- PPG members expressed concerns for those whom are elderly, unable to use the internet and the repetition of questions asked.
- Unfortunately, the design of the e-consult is external to the practice and not a design of SMC
- Highlighted that the practice is prepared for those whom have access or usage issues by supporting patients informally and formally

##### **PPG member's feedback:**

**Q.** PPG members asked why we have moved into e-consults rather than going back to how it was before lockdown

**A.** Patients can contact the GP much faster with an e-consult as well as make various requests including sick notes; medication reviews; discuss recent tests; request maternity Exemption certs; GP letters; Medical Reports; Medical Examination and other requests for documents or paperwork.

#### **4. New Services**

The surgery is hosting two new services in the building:

- 1) Cardiovascular Diagnostics
- 2) Respiratory Clinic

## **5. Financial Shield**

Presented by Bayo

- For any Patient aged 18-65
- Have a Long Term Condition
- In Debt with creditors such as housing or council AND/OR someone who would benefit from understanding if they are getting all the benefits they are entitled to
- If Yes to all the above then they can receive help from our Financial Health Link workers

A free and confidential 4-step programme for people with long-term health conditions and money worries:

- 1) Giving patients time and space
- 2) Sorting out your money
- 3) Getting support for better health
- 4) Back on track

Next meeting: 27<sup>th</sup> May 2022