### Chalfont Surgery Patient Participation Group (PPG) Meeting Minutes

Date/Time: Thursday, 6th of February 2025, at 1 pm

Attendees:

* Mario Paschalides - Practice Manager
* Dr Vitalis Ojike - Lead General Practitioner
* Dipak Shah – Clinical Pharmacist
* Ayse Kapucu – Admin Team Leader
* Maggie Markova – PPG Member (Turkish PPG Rep)
* Tita – PPG Member
* Apologies: Jennifer Jenkins, Julie Shaw, Joy Muschett-Webber and Linda Cooper

**Agenda:**

* Minutes of last meeting
* Surgery updates
* Long Term Conditions update (LTC)
* Vaccination Statistics
* Patient Feedback
* Dipak - The LTC project is an NCL, North Central London, wide project and it aims to improve patients long term health conditions holistically in one go. Patients are called in to get their blood pressure done, asthma review done, their diabetes checks done and their blood test. Everything in one go ideally so that patients are not coming back for multiple checkups. Then review them in one go then help patients improve their outcomes. The surgery is doing quite well in terms of the number of patients seen and the number of improved patient outcomes.
* Mario - regarding the apologies, Jennifer Jenkins wanted to ask how patients can get full information access on their NHS app.
* Ayse - Patients need to email a request with photo ID to gain access to all their medical information. The request is then sent to Manuela who views it and grants access.
* Mario - The other apology was from Julie Shaw, and she wanted to mention that she is happy with the new appointment system but is having some difficulties navigating total triage. Our reception staff can help patients navigate the website and there is an iPad that patients can use at reception. If patients do not have access to the internet, a warning is placed on the system so that when they call our staff will help them answer the questions on the website. So, we make sure that no one is disadvantaged because they do not have access to the internet.
* Mario – The flu immunizations for 2- to 3-year-olds in Enfield is at 24% and at Chalfont it is 29%. The Enfield average for the 18 - 64 age group is 30% and at Chalfont it is 34%. For the flu vaccine Chalfont is just above the Enfield average. For patients aged 65 and over, the Enfield average is 60% and Chalfont is 64%. Pneumococcal vaccine for elderly patients the target is 72%. Bowel screenings for 50 to 74-year-olds are sent out every three years to patients. At Chalfont we are meeting the target at 63%. The national target for cervical screening is 80%. Currently for 24- to 49-year-olds we are at 74% and for 50 to 64-year-olds it is 79%. We are hoping to reach the target before March. Unfortunately, there has been a bit of a struggle to reach childhood vaccination targets. We are looking to improve children’s vaccination uptake. To increase the uptake of childhood immunizations we have a care coordinator who calls parents to bring their children in for vaccinations. We are looking to improve children’s vaccination uptake.
* Maggie - We as the Turkish speaking PPG and now also as part of the Bulgarian PPG work with other GP surgeries with low vaccination figures. We organized walk in clinics where even patients not registered at the GP surgery were vaccinated. I have seen a lot of residents that are not registered with any GP surgery and have many outstanding vaccinations. Can Edmonton residents that are not registered at Chalfont surgery get vaccinated here?
* Mario - Patients must be registered at Chalfont surgery to be vaccinated.
* Mario- The criteria is that a child can be registered if their parent is also registered at the Chalfont Surgery.
* Maggie - Some Bulgarian and Turkish speaking residents are not registered any GP surgery and go to NMUH A&E or all health concerns. We help them register with a GP and some families have multiple children and we help them book vaccination appointments.
* Dr Ojike - You should liaise with NMUH A&E, and they can direct Turkish speaking families that not registered at a GP surgery to you.
* Maggie - That would be helpful. We normally get referrals from social services to help families register with a GP surgery, and referrals from NMUH would be very helpful.
* Mario – Surgery feedback is at 94%, proud to say that Chalfont surgery is 4.6 on Google reviews. The second highest best reviewed in Enfield. Patient satisfaction is our priority, and we are always looking to improve the service and are happy to receive feedback.

**Date of next meeting: TBC.**