## **Present** Anwara Begum (AB), Agnieszka Polej (AP), Ahmed Mehter (AM), Dr Brown (Dr KB), Cliff McClune (CM), Will Reedman (WR), Cheryl Robins (Secretary), Mary Walker (Chair).

1. **Welcome and Introductions**
2. **Apologies received** fromCollin Leroy Carter
3. **Draft Notes of the previous meeting,** 09.10.2024, were accepted
4. **Matters Arising from Meeting 09.10.2024**

**a. Practice website update**

The layout remains the same, patients’ feedback is positive, and they consider it user-friendly. The new functionality includes translation and Read Aloud. The mobile version is more user-friendly, easy to scroll, and the text is more visible. There is still work outstanding regarding links to services and information on the PPG. Information needs to be sharp and to the point. PPG pages to be loaded up by the end of January.

**b. Mental Health Report.**

Mental Health Services working across PCN on a per Practice basis, Spring Hill next in line by April.

**ACTION: For PPG Agenda May 8th**

**c. Industrial Action**

No impact on patients. Dr Brown reported that the Practice has a good working relationship with the Homerton Hospital, and patients are always consulted about decisions concerning their care.

1. **Distribution list/membership**

AP will send the agenda to 36 people who have attended at some point over the period since PPG was established. Notes of this meeting will only be sent to those who have attended or sent apologies today.

**ACTION: Distribution to be confirmed at the AGM on 7th May.**

1. **Feedback from the National Association for Patient Participation (NAPP) Annual General Meeting.**

CR reported that NAPP is looking for Trustees and also to support and increase the number of PPGs. An increase in NAPP membership fee was discussed and justified as Health Centres are required to have a PPG as a means to ensure best practice and to enable patients to be involved in their health care/decisions, and well-being.

Dr Brown suggested that we contact the PPG at Nightingale Practice. MW reported that she had been contacted by a member of the PPG at Somerford Road.

**ACTION: FoS PPG to contact PPG at Nightingale Practice**

1. **Report from Getting to Know Your Neighbourhood**

MW reported on the Springfield Park Neighbourhood Event held on 1 December 2024 at George Dowling House. 45 Attendees were recorded and stalls and activities included Board Games, information from Growing Communities, Debt Advice, local stall selling Jewellery, Winter Arts and Crafts, Digital Advice,

**ACTION: PPG and Practice to be potentially involved in the next event**

1. **Practice and PCN update**

Dr Brown reported that the Practice is providing training opportunities for medical students, registrars, Dr Jemma Webster, and Dr Laura Yallop. When Dr Webster leaves, she will be replaced by another trainee registrar. There are currently two medical students, Poppy and Rosa, who will be shadowing the triage doctor. Patients will be offered the choice of whether medical students will be involved in their Care. Dr Isobel Baron leads on medical staff/students training. There will also be a trainee nurse at the Practice.

Nurse Gemma Evans is the equality lead for the PCN. Dr Brown advised that Ellie Corlass, PA, who is leaving at the end of January, will be sadly missed, and the PPG extends their thanks and good wishes. Joke Adeleke, who is replacing Ellie, is an advanced nurse practitioner.

PCN Paramedic Leon Stark has been based at Spring Hill working in collaboration with the GPs for the past 6 weeks, undertaking acute care, home visits when needed also routine visits to housebound patients, blood tests, and immunisations.

Staffing update: LGBTQ training provided for staff working towards accreditation for Pride in Practice; training was very useful and well-received by staff.

Dr Brown advised that she will be reviewing complaints and positive feedback. She will be identifying themes to bring to the Practice Meeting and PPG. Areas identified will inform future development of staff training, practice, and policy.

**Digital Awareness Project** AP advised that on 1st and 6th December, sessions were held at which 27 patients attended. Ellie has a few weeks to work with patients at Spring Hill. These sessions will be with mixed groups, including patients with disabilities.

1. **Belfast Road** 
   1. **Neighbours’ complaints** regarding the building are being addressed by Hackney Council.
   2. **Official opening** - date yet to be arranged with Hackney Council.
   3. **Leaflets -** Dr Brown reported that there will be priority leaflets and information online regarding health issues, as well as a noticeboard, leaflet stand, and screens.
   4. **FoS PPG** – discussion took place concerning recruitment to PPG and MH requested a meeting be arranged to discuss next steps

**Action WR, MH, MW, CR.**

1. **Chairs for physically challenged patients** – three of four have been delivered, one is upstairs, and three are down. MW noted the chairs are a welcome addition.
2. **Information screens**

**a.** **TV** will be connected soon, deadline April  
**b.** **Check in at reception** to be in operation by February

1. **AOB**
2. **Date of the next meeting AGM 8th May 2025**