**Ordnance Unity Centre for Health**

**Face-to-Face PPG meeting**

**Date: 03.04.2025**

**Chair**: **Dr Claire Nicol**

**Ordnance Unity: Dr Claire Nicol, Miss M Zagajewska**

**PPG Members / Attendees: [AZ], [CC], [CK], [JR], [ET], [MC],**

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| **Agenda items** | **Discussion**  |
| **Welcome and Introduction** | * Dr Nicol introduces herself and MZ, welcomes everyone in the room and takes us through the meeting agenda as follows:
* Staffing
* Premises
* Vaccination campaigns
* Health checks
* Patient feedback
* Any other business
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| **Staffing**  | * The practice is pleased to announce that two new General Practitioners (GPs) will be joining the team in May and June 2025 respectively.
* This expansion is expected to enhance patient access and reduce waiting times for appointments.
* Additionally, GP trainee Dr Kel continues her placement at the practice and is now independently conducting full GP clinics under the supervision of Dr Sandhu.
* To support the growing clinical team, recruitment is underway for additional administrative staff. The first new administrative team member is scheduled to commence employment on 1st May 2025.
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| **Premisses** | * Following concerns raised in the previous meeting regarding the condition of the premises, Enfield Council has completed repair work on the roof leak located at the rear of the building.
* The consultation room that sustained damage due to the leak is scheduled for redecoration over the upcoming weekend.
* Furthermore, the broken manhole cover in the parking area, which had been a longstanding issue for approximately 10 months, has now been successfully repaired following persistent follow-up with the Council.
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| **Vaccination campaigns** | * The seasonal flu vaccination campaign for 2024–2025 has officially concluded.
* The practice is proud to report that it achieved or surpassed the Enfield borough average vaccination rates across all three key patient cohorts: children aged 2–3 years, adults aged 18–64 years who are considered at-risk, and adults aged 65 years and older. Efforts are now being directed towards increasing uptake of pneumococcal and shingles vaccinations.
* These vaccinations are particularly important for older adults and individuals with chronic health conditions, and form part of a broader NHS initiative to strengthen preventative healthcare across all demographics. In addition, the Spring 2025 COVID-19 booster campaign commenced on 1st April 2025. This campaign is focused on a smaller, high-risk population group, including individuals aged 75 and above, those who are immunosuppressed, and residents of older adult care homes.
* The practice is actively recalling eligible patients and helping those who may require help understanding their eligibility or booking appointments.
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| **Health checks for vulnerable groups** | * The practice has made significant progress in delivering annual physical health checks to vulnerable patient groups.
* As of this meeting, 84% of patients with learning disabilities have received their annual health checks, which are crucial for early detection of additional health needs or complications. Furthermore, 73% of patients diagnosed with severe mental illness have completed all six components of their physical health checks. The remaining 27% of patients have not yet completed their checks, primarily due to non-engagement.
* The practice continues to explore strategies to improve engagement and ensure comprehensive care for all patients.
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| **Patient Feedback** | * Patient experience remains a key focus for practice.
* According to the Friends and Family Test conducted in March 2025, 88.6% of the 279 respondents rated the practice as 'Good' or 'Very Good'. This positive feedback reflects the ongoing efforts to enhance service quality. In terms of accessibility, the average call waiting time has improved significantly, decreasing to 2 minutes and 15 seconds in March 2025 from 2 minutes and 52 seconds in October 2024.
* The Total Triage System continues to function effectively, with reception staff providing support to patients who may be digitally excluded or require assistance navigating the system.
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| **Any Other Business** | * The practice remains committed to promoting cancer screening and childhood immunisations, which continue to be high-priority areas. Patients will receive multiple reminders to encourage participation in these essential health services.
* Recent announcements by the Health Secretary regarding the abolishment of NHS England are not expected to have an immediate impact on GP practices. The government's stated objective is to shift more patient care from hospitals into community settings.
* Additionally, the practice will continue to host informal coffee meetings every four weeks to foster community engagement. Patients interested in attending are encouraged to contact Doreen.
* The meeting concluded with an open floor for questions and discussion of any other business.
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|  | * The meeting closed at 4.20pm.
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