

Joint PPG meeting - New Cross Health Centre and Dr Batra's Surgery – Wednesday 7th August.

In Attendance:

- Welcome and Introductions

Senior Development Manager - Lucy Harvey – Hurley Group
Practice Operations Manager - Mary Mosey – New Cross Health Centre
Practice Manager – Urmila Batra – Dr Batra's Surgery
Deputy Practice Manager – Jotsan Shrestha – Dr Batra's Surgery
Lead GP/Partner – Gavin McColl – New Cross Health Centre

- New Cross Health Centre and Dr Batra merger

Contract Merge 01.07.19
Physical Merge 05.08.19
Clinical Systems Merge 16.08.19

All GPs that worked at Dr Batra's practice will now be working at New Cross Health Centre. The team now consists of GP's, Advanced Nurse Practitioners, Practice Nurses and admin/reception staff. We are actively trying to recruit an in-house pharmacist who will be able to concentrate on things such as medication reviews and repeat prescribing.

Dr Batra's Patients will now benefit from a daily triage system, this consists of a clinician who will triage urgent cases on the day via telephone and will treat, advise or invite the patient in to be seen. Another benefit is our E-consultations which you can access via our website <https://www.newcrosshc.co.uk/>. You can consult with a doctor online and get advice and treatment by the end of the next working day.

All patients will be allocated a named GP but patients can consult with their preferred clinician.

The merge was initiated by the 5 year forward view; we are focused on improving patient care, access and investing in new ways of providing Primary Care.

- Future PPG Plans – Our vision for the future is to have a PPG that is run by the patients. A chair and secretary to be nominated. Terms of reference to be sent out to all patients who attended.
- AOB - New Website has recently been launched. New Practice Leaflet to be produced to reflect new staff and services.