

GP Partners:



Dr Petroula Tsagkaraki MRCGP DFSRH PGCME

Dr Adeela Qureshi MRCGP MBBS

Minutes from PPG Meeting Wednesday 17th April 2024

Attendance

Staff Lorna Davitt, Jane Ellis, Dr Qureshi, Maria Horn, and Candice Gedeon

Patients: GA, SS, PS, GL, GN, AA, JM, JM

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| <p>1. Greeting and welcome:</p> <p>Introduction of everyone present at the meeting, including new members.</p> | |
| <p>2. Previous meeting minutes:</p> <p>Discussed previous meeting minutes from 24th January 2024.</p> <p>Action points reviewed,</p> <p>PPG form was attached to registration pack, but finding this is being completed by all patient regardless of age. MH going to re look at this, leaflet/flyer to be attached with more information about the PPG and then anyone interested to complete sign-up form.</p> <p>Our PPG Chair was due to attend the meeting being held by Woodland Avenue PPG. Regrettably the meeting of PPGs and ICB did not take place as the ICB said they could no longer send a representative.</p> | <p>MH to organise new PPG leaflet and registration form.</p> |
| <p>3. Conflicts of interest:</p> <p>Group in agreement no personal interest to be discussed only interest of the general practice/patient.</p> | |

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| <p>4. Practice updates:</p> <p>LD and JE spoke about the GPIP (General Practice Improvement Programme) the practice recently completed. This was a 13-week programme looking at patient demand and access, which also included admin and clinical staff completing questionnaires.</p> <p>Part of access changes included the new telephone system installed in September 2023.</p> <p>Opening hours changed, 08:00 – 18:30, with telephone lines closed between 12:00 – 14:00.</p> <p>On the day booking of urgent appts has also changed, previously patients would call at 08:00 and then again at 14:00. This has now changed to all on the day appointments released at 08:00am.</p> <p>JE said feedback so far with this change has been positive for both patients and reception staff.</p> <p>JE also spoke about advance appt slots for test results – each clinician to have slots each day added for these types of telephone appts.</p> <p>Monday appointment slots have also been restricted until on the day when JE releases them in the morning for booking.</p> <p>JE and LD advised on the recent increased volume of online patient contact messages being received into the practice. The messaging service is switched off during peaks to help manage the volumes as unfortunately, despite the instructions stating the messaging service is for non-urgent messages, some patients still use it for emergencies and there is a risk of an urgent message being missed when volumes of messages are high.</p> <p>LD advised our clinical pharmacist CP has started her maternity leave. A locum has been appointed to cover 2 days a week, remotely. He will be covering medication reviews and hospital discharge letters with patient medication changes.</p> <p>Interviews will be taking place in May for a new practice nurse.</p> | |
| <p>5. Allocation of correct clinician:</p> <p>PPG spoke about patients being aware of the different services, role types of clinical staff at the practice and patients being allocated to the correct clinician as per their needs.</p> <p>Also, raising awareness to patients on how the practice runs and how it is not necessary to be treated by a doctor all the time.</p> <p>The practice has various clinical staff, such as Physicians Associates, Clinical pharmacists, Paramedics, Minor surgery nurses and GP registrars, alongside GPs, Practice Nurses, and HCAs.</p> | |

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| <p>It was discussed how we can provide this information to patients.</p> <p>JE advised this information can be found on the practice website and on the tv screens in each of the waiting rooms.</p> | |
| <p>6. AOB:</p> <p>PPG Member asked about the new “pharmacy first” service.</p> <p>JE advised patients that have a minor medical problem which can be treated by the pharmacy can now be referred to their local community pharmacist. This can be either a walk in or a referral via the practice. Patient contact details are taken, and referral completed to nominated pharmacist who will call patient within 2 hours. Pharmacist will be able to advise treatment and prescribe medication.</p> <p>LD discussed the BBC Radio One, big weekend which is being held at Stockwood park on Friday 24th May to the Sunday 26th May. No information been provided by LBC regarding road closures and access to the practice. LD has emailed LBC and will be attending public meeting 23rd April.</p> <p>Date for next meeting: Wednesday 17th July 10:00am</p> | <p>.</p> |