

**GP Partners:**

Dr Petroula Tsagkaraki MRCGP DFSRH PGCME  
Dr Adeela Qureshi MRCGP MBBS



Minutes from  
PPG Meeting  
Wednesday 17<sup>th</sup> July 2024

**Attendance**

Staff Lorna Davitt, Jane Ellis, Dr Tsagkaraki, Maria Horn and Candice Gedeon  
Patients: GA, GN, VN, JM, GL, LA, CR, AA.

	Action
<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 17<sup>th</sup> April 2024.</p> <p>Action points reviewed:</p> <p>MH has produced a sample leaflet for the PPG, which gives information for anyone interested in joining, along with a separate interest form for patients to complete to sign-up.</p> <p>This is on the agenda to be discussed in this meeting.</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>	

<p>4. Practice updates:</p> <p>LD spoke to the PPG advising of practice updates. A new Practice Nurse will be joining the surgery, working 4 days a week, specialising in respiratory.</p> <p>MG retired at the end of June after 20yrs of service working at the Medici practice.</p> <p>New phone system, continuing to be working well.</p> <p>LD advised new option for members of the public to register online to become a patient with the practice.</p> <p>Rough sleepers – ongoing problem with homeless sleeping round the building and accumulating belongings and rubbish. When asked to move, becoming aggressive. The police have been informed and have made several visits.</p>	
<p>5. PPG Information leaflet for review:</p> <p>PPG information leaflet sample produced by MH along with separate interest form was shown to members in the meeting.</p> <p>Suggestions were made regarding changing of some wording on the interest form and additional information for the leaflet.</p> <p>MH to make these changes and send to PPG Chair for final review. Then to be sent out to PPG members along with meeting minutes.</p> <p>Medici website to be reviewed and updated with new PPG information, adding the new leaflet.</p>	<p>MH to make these changes and send to PPG Chair for final review.</p> <p>Medici website to be reviewed and updated with new PPG information.</p>
<p>6. AOB: PPG recruitment process:</p> <p>Leaflet once finalised to be displayed in reception/on TV information screens.</p> <p>Concerns raised in the meeting of possible high volume of interest. Too many members? Also how to make sure new members are joining the group for the right reasons, for the benefit of the practice and all patient's interest. PPG will review uptake at next meeting, once leaflet is available to patients.</p> <p>Recruitment Process:</p> <p>Patients who have an interest in joining the PPG following on from reading the leaflet will have the Interest form to complete, this will then go to MH who will send out the registration form/contact consent form along with the term of reference and relevant information for next scheduled meeting.</p>	<p>Chair to check the terms of reference.</p>

7. AccuRx appointment system:

A text message was sent out to patients advising of the new "Contact the Practice Request" and the "On the Day Booking" system which will be starting from Monday 22<sup>nd</sup> July.

Patients wishing to book an on the day appointment or have general non urgent enquiry will now need to visit the Medici practice website and select "Online Consultations" box, which is on the home screen in blue, this will open the AccuRx appointment/contact system.

Patients will follow the step-by-step guide in submitting their details along with the request/query. Answering five simple questions, with the option to attach photos or additional information.

The partners at the practice have reviewed the online questions and feel they will cover the information needed to triage patients request.

Once the patient has submitted their online form; the reception team will then receive this and triage, assigning to the relevant clinician, booking telephone appt if needed. Or refer onto the pharmacy first service.

(The new system will replace the current online "ask the GP" query option).

Patients who have difficulties in accessing the website, including the elderly and vulnerable will be able to call the surgery for assistance from the reception team, who will complete the online form on their behalf.

Other practices in the area are already using the online patient access system.

LD/JE Advised the new online system will not prevent patients booking advanced Nurse/HCA appointments via reception as normal.

Clinicians that have spoken or seen a patient and would like to review them again at a further date, will pre book these directly with the patient.

JE/CG brought the Medici website up on the projector screen for the members to view the step-by-step process, showing how it will work.

They also explained this will only be accessible during practice hours. There will also be a limit to the number of requests coming through per day. The system will advise the patient if it has reached its limit. Patients who are not able to submit an on the day request due to the service reaching its limit will have the option to call 111.

<p>PPG noted that the new system will also further enhance the quality of triage and were supportive of the changes and will discuss further at the next meeting.</p>	
<p>8. AOB:</p> <p>It was discussed in the meeting about the patient carpark which is owned by Luton Borough Council. Payment machine went missing months ago and has not been replaced. This has resulted in members of the public parking all day, limiting spaces for patients to park when attending the practice. It was unsure whether patients are aware there is a sign for telephone payment for parking. PPG suggested whether a call to the council to clarify what the arrangements are with new replacement machine.</p> <p>F&amp;F (friends and family) feedback to be discussed at the next PPG meeting, within practice updates.</p> <p>It was brought up how the PPG can help the wider patient list with different issues/topics which could be discussed at future meetings. It was suggested a PPG box in the practice for patients to give their suggestions on paper. Or a google form to be made to be sent to all registered adult patients with limited questions for suggestions.</p> <p>“No abuse” sign – it was discussed to have this notice reviewed and clearly shown throughout the surgery.</p> <p><b>Date for next meeting: Wednesday 13<sup>th</sup> November 10:00am</b></p>	<p>F&amp;F to be added to next meeting agenda.</p> <p>CG to look at updating and adding more signs throughout the practice.</p>