**PPG Meeting Minutes – Thursday 21st July 2022 – 12:00**

**Goodman’s Fields Medical Practice Staff:**

**Afroza Akthar** *(Practice Manager)*, **Shobnom Ahmed** *(Assistant Practice Manager),* **Mahfuza Khanom** *(Assistant Practice Manager),* **Aliye Aydin** *(Assistant Practice Manager),* **Dr Taiwo Akinseye**, **Dr Saffan Qureshi**, **Jo-Ann Sheldon** *(Head of Primary Care TH NEL)* , **Harrison Gould** (Head of Communications & Engagement NEL), **Stephen Webb** (Interim Director of Communication Operose), **Nargis Farzana** *(Praxis Interpreter)*

**6 patients**

* Presentation
  + Introduction of Goodman’s Fields Medical Practice
  + PPG – A Patient Participation Group works alongside the practice to present patient’s outlook on practice led services, contribute to the continuous improvement of practice services, strengthen, the communication between the practice and its patients, encourage patients to take more responsibility for their health, wellbeing & wider community as well as provide practical support & assist in implementing change. Gentle reminder that this meeting is not about complaints or personal issues.
  + Advantages of a PPG are that the practice will be able to plan services jointly with patients, get help from patients to meet targets & objectives, help patients with non-medical & social care issues, have a forum to voice ideas & concerns as well as get closer to the community for whom we care for.
  + Slide of all Admin team as well as whole clinical team.
  + Our journey through changes – discussed taking over East One in 2020, Merging together in July 2021. Then the relocation of two sites in September 2021.
  + Discussed patient feedback/concerns during the initial move and how we managed them. (Telephone issues, insufficient staffing, customer service training & building issues). Telephone and building issues were technical so were reported and repaired. Customer service training was needed as we had a lot of new staff; this has been completed. We are in the process of recruitment to tackle insufficient staffing.
  + Displayed our Current Population (29,335 patients still growing). We are offering 87 appointments per 1000 patients which is above the national average of 75.
  + Recruitment in place to improve access since the relocation – 3 GP’s (20 sessions) which total 360 appointment’s per week. 3 Practice Nurses (30 sessions) totalling 450 appointments per week. We are in the process of recruiting another GP, 2 HCA’s and 4 reception staff. We have had a GP return back from maternity leave at the end of June 2022 and she is now doing 2 sessions, total of 36 appointments per week. For our governance team, we have recruited 1 Regional GP, 1 Lead GP and 1 Regional Nurse to support the management team.
  + Access funds – We have used ARRS funds to recruit 2 Physician associates (20 sessions) totalling 120 appointments per week. 1 Pharmacist (10 sessions) which total 75 appointments per week. We are also on the process of recruiting another Pharmacist/PA with the funds. We have used our winter funds to provide extra GP and nurse sessions to help with access. We have also increased our enhanced opening hours by offering 12 hours of GP, Nurse and Phlebotomy on Saturdays.
  + Explanation of what our Pharmacist role consists of. They are able to sign prescriptions, medication reviews, minor ailments, chronic care conditions, skin conditions, contraception, mental health & MSK presentations. They are unable to deal with complex cases for children, neurological presentations & complex health issues. ACPT Trained Pharmacists are able to see pregnant patients, abdominal pain & dizziness presentations.
  + Explanation of Physician Associates role consist of & their education background. They are able to take medical histories from patients, perform physical examinations, diagnose illnesses, see patients with long-term chronic conditions, perform diagnostic & therapeutic procedures, request & analyse test results, develop & deliver appropriate treatment & care management plans , organise further investigations, treatment & referral to a doctor/other healthcare professional where appropriate, provide health promotion & disease prevention advice for patients. They currently are unable to prescribe medication or request ionization radiation (chest x-ray or CT scans).
  + Jo Sheldon introduced Harrison Gould, new Head of Communications & Engagement NEL. They spoke about NEL’s journey of the merge and relocation of two sites.
  + Thanked everyone for attending the first PPG meeting in the new site and reassured that we will continue to have regular PPG’s in order to ensure our patients feel listened to, understood & involved in Practice decisions.
* Patient Feedback & Questions
  + Calling board missing is resulting in wasting doctor’s time as well as patient’s time – Afroza informed that this is something that is already in process. The calling boards are here but parts are missing and we are waiting for IT to install it. The practice has been pushing for it however there is a post-move meeting today, where Afroza will raise this as a concern from PPG.
  + No PPG in a long time – Afroza apologised we were unable to hold a PPG as lockdown made it difficult. Straight after that, we came to the new building and our meeting room was being used as a patient entrance as we had issues with the original front patient entrance. Reassured patients that PPG’s will be more regular going forward.
  + Disabled parking unavailable despite being shown on pre-move presentations. Up-hill area is difficult for wheelchair access – We are working with the NEL team to arrange 2 bays in the back entrance of practice (Bridle Mews of Gowers Walk). This will be mentioned in the post-move meeting today as a concern from PPG.
  + Board with Staff names & roles needed in reception – We agree that this will help patients to identify who is who better as we have become a very big team. We will be arranging this.
  + PPG meetings in the evening are better – Today was set in the day time to see what the turnout would be like as we have always done it in the evening before. We wanted to give those who are unable to attend evenings an opportunity to be able to attend where they normally would not be able to. We agree the turnout is a lot better in the evening so will continue evening PPG meetings going forward.
  + Home visits for vulnerable patients – Dr Qureshi explained that vulnerable patients get annual reviews via home visit if they are housebound. Otherwise, home visits are done as needed. 1 home visit is the equivalent of 6 GP appointments. This is the reason why they are only done if clinically indicated. Otherwise a telephone consultation or online consultation works well.
  + New services at the new site – we now have an Out of Hours Hub service using out site. We are looking in to having minor surgeries, dermatology specialist & an implant service on site. The benefits advisor, mental health nurse & Midwifery services are ongoing. Some services have been suspended due to covid. We are looking in to restarting those. Patients would like a leaflet/poster of some kind to advertise this.
  + Young people need better access to GP services – Dr Qureshi explained that young people’s engagement of GP services consists more of online services rather than face to face. We have our Dr IQ app where they can seek advice, do consultations, request medications etc. online. Shobnom will send a text out to all teenagers (11-19yr olds) introducing two local services to provide support with things such as mental health, sexual health, counselling etc. They are both online, Kooth and Step Forward.
  + Jo informed us of Health Spot; a service in Poplar that provides free and confidential support by Doctors, youth workers, counsellors & substance misuse workers
  + Stephen offered support from communications team in promoting additional clinics
  + Patients expressed their gratitude for the staff at the Practice. They feel they have a good relationship & communications with the staff.
  + Afroza advised, pre-COVID the practice had an excellent relationship with patients through PPG and understand a lot has changed due to COVID but would relationship to be strong again. We will be having our regular PPG meetings quarterly again going forward.

Minutes written by Shobnom Ahmed

Date of next meeting: Thursday 20th October 2022