**PPG Meeting Minutes – Thursday 19th January 2023 – 17:00**

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

**Afroza Akthar** *(Practice Manager)*, **Momena Rahman** *(Senior Administrator) and* **Fahima Akhtar** *(Medical Secretary)*

**8 patients:** 3449, 1621, 4436, 9404, 8385, 20964, 5272, 1124404

* Presentation
  + Introduction and welcoming patients to our first PPG in the New Year 2023.
  + Staff updates: Informed patients of staff recruitments and updates, both clinical and non-clinical.
    - Three admin staff have been recruited to help with requests and administrative duties.
    - Mahfuza Assistant Practice Manager, has left.
    - We promoted Zahid and Fharhan to Senior Administrator’s post.
    - Dr Nadina’s Hussain departure date set for 27.01.2023
    - Informed new GP, Dr Khizar Khan-Mahmood started.
  + Appointments: Now offering two-weeks advanced appointments to patients along with our 48 hours request, 12 GPs available throughout the week (not all at the same time). We have increased the number of Dr.iQ appointments allowing patients to easily access our online services i.e. requesting consultations, medication queries etc. Our services have recommenced as normal after seasonal holiday closure/Christmas/Bank holiday. We have re-started our Saturday clinic with a GP, offering telephone and face-to-face consultations to accommodate to patients that require out of hours services. Nursing, HCA and Phlebotomy clinics are offered in the extended hours on the
  + Telecommunications update: We have installed a call-back system on our phone lines to help reduce call abandonment rates and increase first-contact resolution rate. This will allow efficiency and productivity as the system automatically calls back the patients when they are number one in the queue. We are also looking at having an automated message on the phone to inform patients when all the on the day appointments are booked.
  + Digital exclusion: What is digital exclusion?

Broadly defined, digital exclusion is where a section of the population have continuing unequal access and capacity to use information and communications technologies that are essential to fully participate in society. Expressed the ways we will communicate with our patients that are not digitally included and the importance of updating personal contact details.

* + Policies put in place to help communicate with our patients:   
    - Advice patients to update their contact details  
    - Letter encounters   
    - Call patients on landline  
    - Face-to-Face encounters – appointments, advice given at front reception  
    - Information given to patients via Leaflets, appointment cards for reminders  
    - Organise patient engagement events e.g. Awareness days

-Communicate through family members at the request of a patient

* + Discussed patient feedback/concerns raised in previous PPG meeting and how we managed them.
    - Calling board not fixed
    - PPG meeting has not been arranged
    - identifying staff
    - Young people’s services
  + Calling board: Calling system has been installed in both waiting areas. This has allowed clear navigation for patients to get to their appointments on time.
  + PPG meetings: In the previous meeting patients proposed that PPGs should be held on a regular basis. We have now arranged for PPG meetings to be held on a quarterly basis and also in the evenings as per patient’s requests. Lunch time meetings were not effective.
  + Identifying staff: Patients have requested that staff members wear their name badge and lanyards when at front desk and around the building to help patients identify those in the team.
  + Board with staff names & roles needed in reception –this will be presented on the TV/ information screen in the patient waiting area.
  + Young people need better access to GP services – In the previous PPG meeting, patients requested services be offered to young people to access support for mental health, sexual health, counselling etc. We have sent out a text message to our young patients with links to two local services which are accessible online, Kooth and Step Forward. We are set to organise awareness events in the near future for the younger patients.
* Patient Feedback & Questions
  + Room temperature: Patients have complained that the temperature of the clinical rooms are always disproportionate, either too hot or too cold. Causing discomfort for both patients and clinicians when carrying out examinations/consultations. In response, we have notified NHS property services to investigate, there has been multiple visits trying to rectify the issue and get to the bottom of the problem. This is an ongoing problem practice is dealing with.
  + Calling board: Incorrect pronunciation of patients/clinicians names when being called out - Informed patients that this is how the calling boards are set up, we will raise this with IT support team to see if this is something they can rectify.
  + PPG meetings: Patients expressed that they are happy with the PPG meetings being held in the evening as opposed to the mornings, however they have proposed that next time we send out a text message reminder to the invitees.
  + Doctors bays and Disabled parking: Patients expressed satisfaction of GPs obtaining doctors bays but unhappy that disabled parking is still unavailable despite being shown on pre-move. Informed that we will take this back to the landlords and the senior team involved with the project.
  + Patient confidentiality: Patients have requested that when at front desk, staff members give patients the option to either state their personal details verbally or write it up on a piece of paper to avoid a breach of patients confidentiality. This will be relayed back to admin staff.
  + GP ration: patients have requested to know, for our list size, how many GP’s per 1000 patients we are meant to have excluding Allied Health Care Professionals and how many we have as they believe that we are under staff with GP’s. We will get the data for them for the next meeting
  + Senior Management and ICB attendance: Patient have requested that they would like Senior Management attendance from Operose and ICB. We informed patients that we will invite them.
  + Team thanked everyone for attending the 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.

Minutes written by Fahima Akhtar  
Date of next meeting: April to be confirmed