**PPG Meeting Minutes – Tuesday 25th July 2023 – 17:00**

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

**Lauren Thompson** *(Regional Practice Manager)***, Afroza Akthar** *(Practice Manager)*, **Zahidur Rahman** *(Assistant Practice Manager),* **Dr Taiwo Akinseye** *(Lead GP),***Dr Abadur Chowdhury***(GP),* **Fahima Akhtar** *(Administrator )*

**4 patients:** 1621, 9404, 8840, 20964

* Presentation
  + Introduction and welcoming patients to our PPG held Quarterly.
  + Staff updates: Informed patients of staff recruitments and updates, both clinical and non-clinical. Dr A Chowdhury will give a presentation to educate and discuss the clinical roles in a GP surgery:
    - Five new admin staff have been recruited and three more await to on-board.
    - Assistant Practice Manager, Shobnom, is going on Maternity Leave from Friday 28th July 2023.
    - Zahidur Rahman has been appointed as new APM (Assistant Practice Manager).
    - A First Contact Practitioner, Kanchi, has newly joined the clinical team to help patients with musculoskeletal and other joint issues.
    - Two Physician Associates, Taniya and Sadia have also been recruited.
    - Lead Nurse, Yasmin Din, has joined the nursing team alongside an additional Practice Nurse Habiba.
    - Dr Aziz Ahmed and Dr Taiwo Akinseye have been promoted to Clinical Lead GPs.
  + Appointments: Now offering two-weeks advanced appointments to patients along with our 48 hours request. When all on the day appointments and advanced appointments have been booked, staff will signpost patients to other pathways such as 111, local pharmacy, Dr.iQ and out of hour’s appointments. Hub appointments consists of GP, Advanced Nurse Practitioner (ANP), Phlebotomy clinic and Nursing appointments. Extended Saturday clinics with GP, ANP, Phlebotomist and Nurses are also offered to patients.
  + Appointment Ratio: We are currently offering 88 appointments per 1000 patients. Contractually, we should be offering 72 appointments per 1000 patients**.** (Please refer back to Presentation slide 6 to see statistics and graph)
  + 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. We have received feedback from patients and majority have complimented the system. Automated phone messaging system is still awaiting to be installed – Communications team are still working on the feature but we have been informed that it is not available on our software at present.
  + Feedback: We have appointed two Feedback leads, Nushrin and Mahfuza. A monthly drop in session will be held for all patients to raise concerns, give us feedback on how to better improve our services and also will provide patients will a forum to voice positive feedback so that the practice continues to better its services and implement positive changes. There are also other ways patients can give feedback:   
    - Feedback box  
    - Speak to a member of staff  
    - Feedback email/letter  
    - Friends and Family Test
  + Senior Management to attend PPG: Patient have requested that they would like Senior Management attendance from Operose and ICB. Lauren Thompson (Regional Practice Manager) and Dr Taiwo Akinseye (Lead GP) are attendance in today’s PPG to address patients concerns.
* Patient Feedback & Questions
  + Building/Room temperature: (Lauren spoke on the matter) 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 escalated this matter to NHS property services to investigate. An interim measure has been put in place to maintain a cooler temperature. Systems have been identified as to why the building temperature fluctuates, however this is a complex issue and NHS property services/ building maintenance team and GMF management team are still investigating to come up with a solution.
  + Calling board: Incorrect pronunciation of patients/clinicians names when being called out - Informed patients that this is how the calling boards are set up. This was raised to IT team and the response given was that they are unable to change pronunciation.
  + 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 and also display PPG dates on Display TV/ Boards in the patient waiting area.
  + Doctor’s bays and Disabled parking: Patients expressed frustration that GP has still not delivered on their promises to provide patients with two disabled bays, limiting them from patient’s access. Lauren has apologised and reassured patients that their request and feedback has not gone unnoticed and is still under review. Talks with the Landlord is still ongoing. The matter has been escalated to stakeholders.
  + Housekeeping: Patients have expressed their dissatisfaction to the basic cleanliness of patient washrooms, poor hygiene and constant flooding of the toilets. We have changed cleaning companies which should provide better standards of cleanliness.
  + Team thanked everyone for attending the PPG meeting and promise to 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: November (to be confirmed)