**PPG Meeting Minutes**

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| **Date:** | **19th November 2020** |
| **Attendees:** | *sfdsfgssssssssssssssssssssssssssssssssssssssssssssssssssss* |
| Samiya Vahora – Administrator PPG Lead  Shabbeer Islam – Receptionist |
| **Apologies:** | *David Hudspith* |
| **Place:** | *Kings Cross Surgery* |
| **Agenda:** | 1. Welcome and introductions 2. Aims and objectives of our PPG 3. Formalising Terms of References 4. Structure of PPG 5. Online services 6. Patient care- services we offer 7. AOB 8. Date and time of next meeting |

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| **Item** | **Description** | **Action by** |
| 1 | Chaired by Samiya Vahora |  |
| **Welcome & Introductions** | | |
| 2 | Introduction of all the new members who have attended the meeting today.  Last meeting attendees spoke about appointments and having to wait a long time for an appointment. We have encouraged patients to use online services more to get across their queries which can be dealt with quickly by our admin team e.g. medication request, e-consultation etc. We also have also explained they can use Camden GP Hub to make appointments. |  |
| **Aims and Objective of our PPG** | | |
| 3 | * GP National Survey * Diabetes Prevention * Breast Screening * Bowel Screening * Cervical Screening * Mental Health Services * Hypertension |  |
| **Motivation** | | |
| 4 | The patients who had come in wanted to address certain points which they felt still needed improvement and were still not being addressed as it needed to. |  |
| **Structure of PPG what we spoke about** | | |
| 5 | **Appointments**  S and C have found it difficult to use the Dr iQ app as they are elderly and have to wait for their children to come home so they have put in an online consultation. They prefer coming into the surgery and speaking to an admin member on the phone.  R is getting calls from the admin member to come into the surgery for reviews but she is scared due to the Covid19 pandemic, she rather has telephone calls or video calls from Dr iQ.  **PPG board** needs to have a regular update done after the meeting this should include the three main factors which will be,   * What have they asked for? * What has been actioned? * What can be rectified in the near future?   Moreover, in order to ensure that there is a better volume of patients attending the PPG meeting we need to ask patients what time is best for them this will allow a better understanding on what needs to be a high priority.  **Meeting agenda**  Patients feel like they know what concerns they have and what they want from this meeting. And feel that certain things have been addressed but then ends up being forgotten after a while.  **Medication**  T really likes to use the Dr iQ app for online consultations but whenever she requests medication it always gets rejected and needs to contact the surgery to discuss with a clinician.  S medication is never at the pharmacy, he needs to come into the surgery, speak to an admin member and then has to go back to the pharmacy. |  |
| **Planned Actions** | | |
|  | **Appointments**  Samiya has explained to the patients the Dr iQ app is a faster and easier way of receiving an appointment, the response time is within 24 hours, there is a messaging thread were you can message a clinician, insert photos and due to the current situation the app is more convenient as you won’t need to come into the surgery. But if patients are finding the Dr iQ app difficult to use, they can contact the surgery and discuss their problems over the phone and be booked in for an appointment, they won’t be refused.  Since 1st August, as the lockdown has been lifted and with the safe netting in place you are able to come into the surgery.  **PPG**  The PPG board needs to be updated in the reception area with anything new that is happening in the surgery for example, MMT (Medicine Management Team) having changes with requesting creams, inhalers etc. Also, this will allow other patients who may not attend the PPG meeting to be able to have a clear understanding of any updates which are happening with their surgery. And also to direct them to our website for any new changes.  **Meeting Agenda**  Furthermore, when taking on patient’s feedback and concerns, as a practice we need to make sure we are implementing their concerns in our surgery every day and to not let these issues fall behind. Samiya will be holding admin meetings every Wednesday addressing any issues and to remind admin to be as welcoming and professional to our patients.  **Medication**  Samiya explained to patients they don’t need to come into the surgery to collect or when they have an issue with their medication, they can use the Dr Iq app to request their medication and it will be issued within 2 working days, if your medication is on acute then you will be booked in for a telephone consultation with a pharmacist. | ALL |
|  | **-- Meeting Ended at** |  |