Somers Town Medical Centre – PPG Meeting Minutes

|  |  |
| --- | --- |
| **Date:** | Friday 24th March 2023 |
| **Chairperson:** | Rezwana Rahman (RR) |
| **Minutes taken by:** | Ehsan Hussain (E.H) |
| **Attendees:** | Islam Ali (IA), Mohammed Yaseen (MY), Bably Begum (BB), Dilara Begum (DB), Rezwana Rahman (RR), Ehsan Hussain (EH) |
| **Apologies:** | Nazmin Alam (NA) |

Meeting discussions:

|  |  |
| --- | --- |
| 1. | **Welcome & Introductions**   * Rezwana introduced herself and Ehsan, she explained what a PPG meeting is and the purpose of it. * Summarised meeting agenda, covered values, team, achievements, 2023 and feedback. * Clarified this is not a meeting to bring up individual concerns, APM/PM are more than happy to discuss this post meeting. |
| 2. | **Previous Minutes review actions**     * Patients wanted more transparency on when actions are being carried out from previous PPG meetings, we agreed to create a “you said, we did” poster at reception to clearly detail any changes made that we have agreed on during the PPG meeting. |
| 3. | **New staff**     * Introduced Ehsan as the new assistant practice manager. Ehsan started off as a receptionist at Somers Town, working his way up to administrator, he left the practice to go manage the centralisation team within AT Medics but has not returned as the assistant practice manager for Somers Town. * We are currently recruiting GP’s. |
|  | **Our proudest achievements from 2022 were**   * We became a Living Wage employer. * Annual leave for staff was increased from 20 days to 27 days a year. * We recruited more Allied Healthcare Professionals to support our patients. * In December we hosted a Women’s Health Day. Goodie bags with information on breast checks were available including merchandise from Coppafeel and Jo’s Trust. 12 women attended the drop-in smear clinic. |
| 4. | **Our key focus areas for 2023:**   * Performance – We are trying to improve performance in Quality and Outcome Framework, Local Enhanced Services, Impact and Investment Fund targets by having a more specific cared approach, this includes specific clinics during the weekend for diabetes, NHS health checks etc. that are longer so patients can have longer discussions with their health care professional. * External Stakeholder engagement – We are currently working alongside services such as Age UK and Mind in Camden that we can refer directly into and have a point of contact to discuss patients or to provide support when needed. * Staff Recruitment and Retention – Increase our team of salaried GPs through targeted recruitment. Develop a robust retention strategy to retain quality talent, reduce turnover, boost productivity and promote high levels of engagement. * Patient Events – We will try to schedule four weekly events per year. Our next one will be about educating patients on the importance of breast screening. |
| 5. | **Key information**   * The practice currently has 7600+ registered patients. * We were sad to say goodbye to Dr Saleem earlier this month. Dr Kalladi has been appointed as the new clinical lead. More information will be shared prior to the next PPG meeting. * Somers Town Medical Centre contract review - The service contract is at a review point which gives the North Central London Integrated Care Board an opportunity to hear from our patients, to understand what’s working well and where improvements could be made in the future. Patients will be able to access and complete a short survey via the practice website, via a link in a text sent in February. Physical copies are also available at reception. * Average call waiting times is 5m 15s – down from 11mins last quarter. * Patients agreed they have noticed an improvement in the calling times. |
| 6. | **Practice Website**   * Ehsan summarised the practice website, including the important information that can be located on it. * Summarised Dr. iQ, an online app we now have available that was mentioned in the previous meeting. The link is now located within the website so if patients wants to learn more or download it, they can access it through the website. * Also mentioned the online services we offer via our website. Including travel risk assessment forms etc. We always recommend Dr. iQ as this includes that and much more. * There are self-care links that are available that are updated by the practice, including self-referral to antenatal or physiotherapy. * Details surround non NHS services we provide and their costs, e.g. supporting letters or vaccines.   ***A.I: “The information regarding self-care is very helpful, can the website be advertised in the practice so people who aren’t in this meeting are aware?”***  ***E.H: “Yes this is definitely something we can arrange.”*** |
| 8. | **AOB**   1. **N/A** |

**Next meeting: Friday 28th July 2023.**