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| **Date:** | **13/09/2023** |
| **Attendees:** | NS, SR, RS, SA |
| **Apologies:** | **DS** |
| **Location:** | **Fieldway Medical Centre** |
| **Chaired by:** | **SR** |
| **Recorded by:** | **NS** |

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| **Agenda Item** | **Discussion / Actions** |
| **Presentation** | SR – discussed the agenda items. NS – discussed the wat PPG’s need to be working. RS – Advised he had some patient complaintsSR – Discussed how we handle complaints and the steps within the complaints procedure. SA – Said he did take the email sent regarding not discussing complaints at the PPGs personally, as he had previously done this and there was a learning opportunity from it. SR – Advised this was not the intention and apologised, however we need to deal with these items in line with the complaints procedures.  |
| **Judith** | Study for underserved communitiesDiscussion around how we can engage the community and get our patients more involved with research studies. Ideas that were mentioned* Roy – Newsletter blast
* Scott – Would feel better if GP/ health professional asked him, he would then likely take part. Can be longwinded, wants to know what he needs to do and how long it will take

PPG members completed surveysAgreed to invite Judith to our next community event.  |
| **Staffing update**  | Roles overview as per presentation. Introduced new key staff into their roles, including Dr Badran as new clinical lead, Dr Norris and Dr Kwong as new regional medical directors for New Addington and Croydon. Social prescriber – Roy advised issues with redirecting a lot of patients to the community hub for things he should be doing himself.  |
| **Community events** | Discussed we would like to be more involved within the community, and would welcome some ideas on what we can do. Headley Drive back garden – patient gardening centre, herbs etc.Event at community centre inviting some other services (Jo’s trust, bowel screening, health checks, obesity and weight management, walk in flu vaccines)SR/NS to draw something up and discuss with PPG.  |
| **Practice updates** | New triage system – focused on improving access and utilising appointments and available clinicians. We do very well with access and can always offer same day appointmentsDNA’s – Managing patients who are not attending their appointments by verbal and text reminders, along with being pro-active and moving appointments around when it appears someone is not attending their appointment. Still a massive issue with over 600 appointments not attended in the last 3 months across all clinicians. To bring a more focused breakdown of this for the next meeting. Hypertension scheme – Appears to be a big issue across London, with a large amount of people not in range for their blood pressure. Working closely with our PCN pharmacists on improving this.  |
| **Performance Pack** | Showed the PPG our weekly performance pack to see how we are currently driving on delivering care. Explained the purpose behind this and what we are monitoring, along with the recalling process.  |
| **Flu season** | Current plans, walk in clinics available each day with a trained member of staff on site to administer flu vaccines each day. Weekend clinics at Parkway, eventually rolling out to all sites. |
| **PLT afternoon** | Advised we will be closed on the afternoon of 27th of September for our protected learning time. Explained what this is, the purpose and what services are available to our patients while we are closed. Asked for any ideas on admin based training from their own experiences?- Patient empathy on the phones, and general phone skill training |
| **You said we did** | Showed slides on you said we did and areas we have improved on, including installing the call back feature to reduce call wait times and having more reception team available to answer the phonesMore clinician availability, discussed we have hired a new nurse, new GP’s and an increase in physiotherapy and social prescriber availability.  |
| **PPG** | To promote new PPG members – Posters in local shop windows and visible in the surgery. SA – Mentioned we do not have a newsletter. SR – Advised we have discussed this and will roll out from October  |
| **AOB** | SR – To send presentation to PPGInternal CQC inspection due and advised Nicky is ow the new registered CQC manager.Nest meeting date: 06th December 6pm |