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| **Date:** | **Tuesday 28 May 2024 @ 13.00pm.** |
| **Attendees:** | *MA, KM* |
| **Apologies:** | *KS* |
| **Location:** | **Thornton Road Surgery** |
| **Chaired by:** | *MA, KM,* |
| **Recorded by:** | *KM* |

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| **Agenda Item** | **Discussion / Actions** |
| **Welcome & Introductions** | Face to face session – thanking participants for waiting/ sparing the time to join PPG. |
| **Aims and Objective of our PPG** | * General discussion. * Frontline progress. * Clinical study questionnaire - Shingles National Immunisation. Programme (NIP). * Changes to Practice team. * Community Feedback * AOB. |
| **General Discussion** | * Patients were querying, the changes within the practice team/, i.e. Changes in clinical staff, understanding expertise of all our clinicians, as well as query the signposting that we do at the practice. Khalid will answer all questions relating to this. Please refer to Changes to Practice Team column. |
| Frontline progress | * Khalid and Mo had a discussion with the patients updating them on the progress of the new Frontline system, as well as the benefits it has had for all parties. * Khalid has explained to the patients the difficulties during the winter periods, and the major improvement in access, that this system has introduced. Khalid has highlighted to the patients, the difficulties when clinical and administrative staff are unwell, during these periods, but this has shown major positive changes in providing the best care for patients. * Examples given of all the services that we would offer in these difficult moments, i.e. Extended hours service, GP Hub as well as the new Pharmacy First scheme. Khalid has updated the patients on the criteria for this scheme, and the usefulness in utilising this option. * Mo has reassured the patients that we have our Regional Medical Director constantly monitoring patient queries, to ensure that their patient journey is as smooth as possible. * Khalid has explained that our new GP Assistant, Ahmed, is taking the lead in ensuring that all queries are dealt with. |
| Community feedback | * The patients have also identified that in the past, it would be extremely difficult to arrange an emergency appointment first thing in the morning due to the first come first service system. Patients agree that the current triaging system we are using, is quite useful in ensuring their needs are tended to, and feel confident in getting appointments reasonably sooner than in the past. * Some patients were unsure of the types of services they had available, outside of the practice. * The patients that had attended in our last meeting had felt comfortable that the services being provided at the practice are at a good standard, and feel reassured by all staff |
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| Neighbourhood Care Services | * KM – had reintroduced the patients to the Neighbourhood Care Services in Croydon. Some patients had questions about whether this was a free service, and Khalid had explained that as majority are charity based. The patients would not need to pay. Khalid also reintroduced to the members who did not attend the last meeting. Services such as Exercise services, Shopping assistance, IT Support, Dementia Support Services etc. Khalid kindly printed off copies of all the contact details for all local services, that may be useful for the patient, as well as for any family members and for the local community. |
| Community feedback | * The patients have also identified that in the past, it would be extremely difficult to arrange an emergency appointment first thing in the morning due to the first come first service system. Patients agree that the current triaging system we are using, is quite useful in ensuring their needs are tended to and feel confident in getting appointments reasonably sooner than in the past. * Some patients were unsure of the types of services they had available, outside of the practice. * Patients feel that all is going well at the moment and will be in touch should they have any concerns. |
| Thank you + Questions/AOB | * The practice team is extremely grateful for the patient attendance and feedback. We hope to have them return in our next meeting to ensure we are providing a good standard of healthcare. * AOB – No questions were raised. * The patients are aware of Dilantha and Khalid, and we are open to any suggestions in either written or verbal format. This can also be discussed in our next PPG.   THANK YOU. |