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| **Date:** | **Wednesday 06 September 2023 @ 15.00pm.** |
| **Attendees:** | *DH, KM, HMK, SS* |
| **Apologies:** | *KS* |
| **Location:** | **Thornton Road Surgery** |
| **Chaired by:** | *DH, KM, HMK* |
| **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** | * Explaining our new Frontline Triaging System, and how it works.
* Available clinicians such as FCP, Diabetic Nurse Specialist etc.
* Introduction of many new services, that are available to our patients, such as NCS etc.
* Community Feedback
* Clinical study questionnaire.
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| **General Discussion** | * Patients were querying, the changes they have seen since the beginning of the year, i.e. Changes in clinical staff, understanding expertise of all our clinicians, as well as query the signposting that we do at the practice.
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| Explanation of new Frontline Triaging System | * Khalid and Dilantha covered this section, explaining to the patients the difficulties we have faced in our previous appointment booking systems. Explained to the patients, the analysis that has taken place throughout seasons. During the winter times, our demand for appointments increases massively, therefore management have looked into implementing a system, where we are able to assist as many people as possible.
* Dr Ho-man Kwong explained to the patients, the variety of services and clinicians that are able to assist with queries.
* Examples given, UTI can be dealt with by pharmacist, Aches and pains can be dealt with our FCP, whom has an array of test requests that Dr Kwong will not have access to.
* Dr Ho-man Kwong has emphasised on ensuring all patients are dealt with by best possible clinician, in order their care is attended to sooner rather than later.
* Khalid M, then explained to the patients how it works. Such as informing the patients once we receive the call from a patient, we take as much clinical information, in order to ensure that doctor has as much information, to provide the best possible outcome.
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| 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.
* KM – introduced the patients to the Neighbourhood Care Services in Croydon. Services such as Exercise services, Shopping assistance, IT Support, Dementia Support Services etc.
* Overall, patients are satisfied with the care being provided at the practice.
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| Community Services (Ext access, GP hub, CPCS, Neighbourhood Care Services) | * Dilantha and Khalid provided the patients of examples of services we may signpost them to, based on their outcome on our new Frontline system. GP hubs, are a service provider for patients that have acute illnesses, such as colds, cough etc. and are best suited to help them on this one off occasion. This is another means of ensuring, the more complex cases are dealt with within the practice.
* Extended access, a service provider that we use in order to accommodate patients, outside of the usual working hours due to patient needs as well as demand. Patients will have access to telephone appointments every day, as well as F2F appointment at our North Croydon Medical Centre.
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| Clinical study questionnaire | * Clinical Questionnaire regarding Asthma Trial. Patients hesitant to indulge in trials, as they feel they are being used to test medications etc. They will be more willing to indulge, if all information was easily accessible, and understandable to patients.
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| 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 – Patients want to know in case they have feedbacks, how to communicate to the practice management.
* 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. |