**QUEEN ROAD PARTNERSHIP PATIENTS PARTICIPATION GROUP (PPG)**

**Virtual (Telephone Conference) PPG Minute 5th May 2020 AAT**

**Attendees: Apologies:**

 Mr Robert Bellew Mrs Bellew

Mr Alan Hall Barbara Cochrane

Dr Joseph Cohen (GP Seyed Aghamiri

Mr Andrew Taiwo (Practice Manager) Mrs Polly Phillips

**Agenda**

* Self- introduction
* Practice Manager Welcome Speech
* Minutes of last meeting – Tuesday 03 March/2019
* Review of action from last meeting
* Deliberation on appointment of the group chairman & Group secretary
* Points of group’s concern on the Practice’s services
* Any other business
* Next meeting date
1. **Self – Introduction**

Attendees introduced themselves as named above.

1. **Practice Manager Welcome Speech**

The practice manager welcomes all attendees and thanks them for their commitment to the practice, and briefly stated the reason (s) why he arranged the telephone conference which was to keep to the government rules of social distancing during the pandemic.

Members encouraged that we could meet and endorsed idea of conference call

1. **Minutes of las meeting – 03/03/2020 & Review of action from last meeting**

The minutes of the last meeting was read to and was certified to be the corrected records of what was discussed by the chair (Mr Bellew) of that meeting. The attendees then went through and reviewed actions**.**

1. **Deliberation on appointment of the group chairman & group secretary**

This agenda item was again agreed to be postponed not only due to the number of attendees at this meeting, but also until the end the first meeting after lockdown

**Action: Deliberation on the appointment of PPG chairman/ secretary to be postpone until the first meeting after lockdown to allow full representations of members.**

**General Communication**

1. **Service Levels during Covid-19:** The PM wanted to know the views of member on the quality and level of service care to patients during these testing times (pandemic). Majority of the members were satisfied with the telephone access and were very grateful that the recent improvement made by the practice did help massively. They stated the calls were been picked on time and staff signposting and services received were spot on. Some commented that the frontline telephone skilled is much better compared with last year.
2. **Cold Hub & Hot Hub:** Members were happy also with the PCN Hubs services up to date, but they felt it’s strange to be attending a new building and not seeing their own GP’s . PM tried to assured them that all the GP’s at the hubs were all local Doctors.
3. **Vulnerable Patient:** one of the members wanted to know how the vulnerable were categorised by the NHSE. Dr Cohen fully explained the issues of the batch letters sent to patients but stressed if in doubt Surgery best placed to advise and can issue a letter or advise if letter incorrectly given if in doubt.

1. **Volunteer Translators:** The outstanding issue relating to confidentiality on the voluntary translators will be look into by the practice, so it can be fully discussed as this was a request of the PPG. Andrew to raise with MDDUS post lockdown.
2. **Practice NHS website Reviews & Ratings:** The members deliberated on how we can get other patient to visits NHS website and put their ratings in the light of the major stride of improvements that are being made by the practice. Not only on care but also by the frontline staff. It was suggested that the practice should make use of its own website more for this purpose.

**Professor Sekers will email AT some suggestions so AT can put on site**

1. **Access Information:** The practice provided various results of the Telephone access audit. There were positive comments from the PPG members commending the practice. They have continued to notice the telephone access has vastly improved from the previous waiting time and commended the practice.
2. **Deliberation on governments cuts on local health services & GP practices**

The PM informed the members on the Online Zoom public meeting titled KONP “Keep Our MHS Public taking place at 7:00PM on the day of the meeting which sent to the practice Olivia O’Sullivan secretary to Save Lewisham Hospital Campaign [**www.savelewisahhospital.com**](http://www.savelewisahhospital.com)

**Next meeting scheduled for Tuesday 10th March 2020 at 3.00PM**