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

**PPG Minute 10 March 2020 AAT**

**Attendees: Apologies:**

Mrs Premlata Samuel Mrs Bellew

Mr Robert Bellew Dr Joseph Cohen (GP)

Barbara Cochrane Mr Seyed Aghamiri

Mr Alan Hall Mrs Polly Phillips

Mr Andrew Taiwo (Practice Manager). Ms Leticia Salinas

**Agenda**

* Self- introduction
* Practice Manager Welcome Speech
* Minutes of last meeting – Tuesday 03 December/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
* Further deliberation on Government cuts on Local Healthcare Service & GP Practice
* Any other business
* Next meeting date
1. **Self – Introduction**

Attendees introduced themselves as named above

1. The meeting unanimously agreed to appoint Mr Bellew to chair this meeting for the purpose of having a member to preside on the meeting.
2. **Practice Manager Welcome Speech**

The practice manager welcomes all attendees and stated briefly the main history and objective of a PPG. As well as reminded the meeting the important of having their chairman and the secretary for the independent of the PPG from the surgery. It was unanimously agreed

1. **Minutes of las meeting – 3/12/2019 & Review of action from last meeting**

The minutes of the last meeting were distributed to attendees and we all went through and reviewed it together**.**

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

This agenda item was agreed to be postponed again due to the number of attendees at this meeting.

**Action: Meeting to try and appoint chairman & secretary to take charge of the group.**

**General Communication**

1. **Frontline Staff (Receptionist) Attitude:** There was recognition that the frontline staff attitudes by Mrs Cochrane are much more improved in the last few months. Again, just as the last meeting Mr Bellew cited another incident in support of the recognition on the staff improved attitude and commended the effort of the practice management team. And stressed that the meeting positive comments on this agenda item be passed to the staff.
2. **Volunteer Translators List:** The outstanding issue relating to confidentiality are yet to be sorted. And so this is likely not to be possible though we would encourage any groups or support for patient population groups.
3. **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.
4. **Commendation:** The PPG members congratulated the practice on the newly introduced Appointment system, which has shown a vast improvement on patient access.
5. **Deliberation on governments cuts on local health services & GP practices**

Discussion around the cuts and funding of primary care.

 “End Government Public Health Cut” and “General Practice Meltdown Campaign” leaflet were distributed to attendees. Members were informed of the Save Lewisham Hospital Campaign Group if they are interested in supporting this cause

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