QUEENS ROAD PARTNERSHIP PATIENTS PARTICIPATION GROUP (PPG)

PPG minutes Wednesday 1st March 2023

Attendees

Mrs Polly Phillips

Mrs Bellew

Mr Robert Bellew

Dr Joseph Cohen (GP)

Mrs Hayet Matouk (Practice Manager)

Mr Jazonth Ganesalingam (Receptionist)

Apologies:

Lesley Graham

Prof Kelly

Barbara Cochrane

Prof Seekers

Mr Alan Hall

Mr Seyed Aghamiri

Ms Leticia Salinas

Agenda:

* Introduction of new member of QRP joining the surgery and welcome speech
* Explanation as of why PPG meeting is over on the phone
* Review of concerns emailed to Practise manager
* Any other concerns
* Next meeting date

Minutes of meeting:

1. Explanation as of why PPG is set up as phone meeting.
   1. We are currently unable to perform our future meeting face-to-face due to premises limitations due to premises limitations. The library room which was utilized in the past is now used by the staff for additional clinical and administrative purposes. All other rooms are in use by doctors, nurses or pharmacists during working hours.).
   2. Attendees would like PM to inform others (meeting members not present) to be informed of the reason why.
2. Raised concerns about some patient wanting to speak to receptionist in private.
   1. Attendees reminded that a small cubical is available for the patient to discuss of their matters in private safely
   2. A sign to be put up so that patient are aware that they could have a private conversation if necessary.
   3. Attendees told that if cubicle is busy. PM or supervisor could have the patient taken to private area for a conversation.
   4. Attendees would like the receptionist to sometimes make the decision to ask the patient to move to the room for private conversation as some patient might not be aware
3. Attendees raised the concern of being late to appointment because of the queue at the front desk.
   1. Attendees informed that touch screen at the entrance of reception is now working. Patient can now sign in for their appointment without having to wait in queue.
   2. Practise manager happy that this concern was brought up in email prior to meeting as we had time to chase up technician to repair/update the touch screen.
4. Concerns about what was written on telegraph notice board.
   1. Practise would not be answer back to telegraph nor on other social media platform as the surgery is already under pressure with current workload and doesn’t have time/resources to deal with those issues.
5. Clarification of the appointment system
   1. Appointments are released every working day at 8am. There are 3 ways to book the appointment:
      1. Call the surgery (advised to do so at 8am)
      2. Come to the reception (advised to do so at 8am)
      3. Book the appointment on the ‘NHS’ or ‘Ask First’ app
   2. Appointment with doctors are all a telephone consultation to start with. It is then triaged by the doctor. If the doctor decides that a patient needs to be seen, only then the doctor with book them in for a face to face consultation.
   3. Sometimes when a doctor is absent, the surgery will book a locum doctor. The appointment offered by the surgery when a locum is booked is always a face to face appointment as ‘’it will be a waste of money otherwise’.
6. Concerns of patient not having to wait on the phone for a long period of time.
   1. Practise manager is happy to share data that are showing that the waiting time has gone down drastically. Average waiting time today (01/03/2023) was of less than 3 minutes and the longest person on the waiting queue was 20 minutes.
   2. Practise manager informed that the amount of people in the waiting queue at once is capped.
   3. Attendees would like QRP to show off the improvement by putting it up at the reception so all patient are aware of improvement.
7. Attendees would like to show their appreciation to the previous PM (Andrew) for his hard work.
8. Attendees wanting to join the next PPG meeting to directly contact the practise manager.
9. Practise manager reporting that the recent feedback received by patient is positive and patient are mostly happy by the services provided by staff.

Next meeting in scheduled on the 30th August 2023 (To be confirmed close to date)