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

**PPG Minute Tuesday 23rd July 2019**

**Attendees: Apologies:**

**Polly Phillips** Mr Robert Bellew

Mr Alan Sekers Mrs Bellew

Mr Seyed Aghamiri Ms Barbara Cochrane

Mr Hall Ms Angie Smith

Dr Joseph Cohen (GP)

Mr Andrew Taiwo (Practice Manager).

**Agenda**

* Self- introduction
* Practice Manager Welcome Speech
* Minutes of las meeting – 13th November 2018
* 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
* Deliberation on governments cuts on local health services & GP practices
* 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, especially the 2 newly joined members (Mr Alan Seekers & Polly Phillips. He explained to them the main objective of the PPG and stated briefly the main history of PPG and directed as stated by the NHSE & the practice partners views points of the benefits of PPG

1. **Minutes of las meeting – 13th November 2018 & 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**

The meeting agreed that, the first and foremost is to find a way for the group to appoint at least 2 suitable people to be the chair and the secretary to be the coordinator of the group, so as to be in dependent of the surgery. However, in view of the fact that, the attendees were very few in number that, was impossible at this meeting. So it was left to the next meeting.

1. **Points of group’s concern on the Practice’s services**
2. **Telephone Consultation:** This was still a concerned but the surgery responded that this is a way of providing an alternative to care for the patients and the issue of access is not unique to the practice, but all over the country and said the practice issue of access are much better compared with other surgery within the borough and elsewhere.
3. **Blood text in the surgery:** Some of the patients were asking why the surgery is not able to take blood at the surgery when blood tests are needed as they have to travel all the way to the hospital to do this. Though some members of the group confirmed that, the practice nurses’ takes blood for blood test. The practice manager confirm that the practice provide this services as practice nurse are competent to perform the phlebotomy services, however, there are various reasons for sending patients to hospitals for that service.
4. **Practice telephone system:** The time spent in answering the telephone was raised again but there was an acknowledgment of improvement but can still be better. The group appreciated that, the newly introduced systems of queues and call back option has made it better than compared to the old one.

**Action** – The practice to continue monitoring the improvements

1. **Recruitments of Member:** There was suggestion of recruiting young members, and that this can be done by the GP’s talent scouting during their consultation, as well as currents members organising an events of self-help so the groups can be self- advertised itself.
2. **Group Generic Email:** It was suggested that a means of communication among the members will be helpful. The group also requested the practice to share their personal email with members (This comment was refused by the surgery due to the GDPR rules & regulations); however, the members present voluntarily exchanged their emails with each other.

Action – The Practice will set up a generic email for the group and passed on the details to members.

1. **New Practice Building:** The practice updated the group on the current position of the planning
2. **Deliberation on governments cuts on local health services & GP practices**

Discussion around the cuts and funding of the NHS 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.

Next meeting scheduled for Tuesday 3rd September 2019 at 3.00PM