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

**PPG Minute 03 December 2019 AAT**

**Attendees: Apologies:**

Mrs Premlata Samuel Mrs Bellew

Mr Robert Bellew Mr Alan Hall

Dr Joseph Cohen (GP) Mr Seyed Aghamiri

Mr Andrew Taiwo (Practice Manager). *Mrs Polly Phillips*

Ms Leticia Salinas

**Agenda**

* Self- introduction
* Practice Manager Welcome Speech
* Minutes of last meeting – Tuesday 3rd/September/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. **Practice Manager Welcome Speech**

The practice manager welcome all attendees and stated briefly the main history and objective of a PPG

1. **Minutes of las meeting – 3/09/2019 & 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 until the new year. It was unanimously agreed to appoint the chairman & secretary in the new year, no matter the attendance.

**Action: Meeting to appoint chairman & secretary to take charge of the group, no matter the number of attendees at the 1st meeting of the year.**

1. **General Communication**
2. **Frontline Staff (Receptionist) Attitude:** There was a recognition that the frontline staff attitudes are much more improved in the last few months. Mr Bellew commented that, in support of this statement he would like to positively comment on incidents that he witnessed in the recent months about the good approach to difficult situations by members of reception that he had critcised in the past. He stated that, this shows the practice is improving in this area and the training is beginning to reflect.
3. **Volunteer Translators List:** It was suggested that the PPG should enquire within the members if there are people who can help non- English speaking patients in translation. A list and contact details of translators can drawn-up & a process can be agreed. – This to be further deliberated on at future meetings.

There is an issue relating to confidentiality and so this is likely not to be possible though we would encourage any groups or support for patient population groups.

1. **Access Information:** The practice provided results of the Telephone access audit . There were positive comments from the PPG members commending the practice. They have notice the telephone access has vastly improved from the previous waiting time of between 20 – 35 mins which has now reduced to between 6-7 mins in there experience.
2. **Average Telephone Waiting Times Notice:** There was a suggestion that, it is important for the practice to advertise the average telephone waiting time at the practice reception area as we do with the DNA. This will be a better way of communicating our success as well**.**
3. **Commendation:** The PPG members congratulated the practice on the newly introduced Appointment system, which has shown a vast improvement on patient access.
4. **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 11th February 2020 at 3.00PM