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

**PPG Minute 03 September 2019**

**Attendees: Apologies:**

Mrs Premlata Samuel Mrs Bellew

Mrs Polly Phillips Mr Robert Bellew

Ms Leticia Salinas Mr Alan Hall

Dr Joseph Cohen (GP) Mr Seyed Aghamiri

Mr Andrew Taiwo (Practice Manager).

**Agenda**

* Self- introduction
* Practice Manager Welcome Speech
* Minutes of last meeting – Tuesday 23/July/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
* Discussion on patients access
* 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 state briefly the main history and objective of PPG and directed and stated by the NHSE & the practice partners views points of the benefits of PPG

1. **Minutes of las meeting – 23/07/2019 & 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 unanimously agreed to be postponed to the next meeting due to lack of time.

1. **Points of group’s concern on the Practice’s services**
2. **Receptionist Attitude & lack of Empathy:** There was a mention of some the senior receptionist attitudes and lack of empathy towards the patients, some examples were given and suggestions of an intensive training were made. However, the manager commented that, training were been given and the practice will continue to emphasise this to all members of staff.
3. **General Communication:** The meeting unanimously agreed that, there are signs of improvements, but there’s still a long way to go especially from the long serving staff in the frontline, and they believe some of them requires an overdue training generally in customer services and a serious monitoring and disciplines after that (The patients knew the identities of the staffs, but they were cautious to not mentioned their names). The manager requested evidence / proofs and promised to feedback the meeting concerns to the practice’s staff meeting. And urged patients to beer with the practice.

A member of the group raised the idea of community events to be organised by the PPG that will facilitate better communication which will not only help the practice but also the patients alike

**Action** – PPG members will bring evidence /proof of staffs wrong behaviours to practice as at when necessary

1. The issue of the Spanish community was also raised in term of those who cannot speak English or have little understanding of the language – There was a volunteer (Ms Leticia Salinas) who promise to help with translation, if we can find a way to let her know in advance.
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 December 2019 at 3.00PM