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

**PPG Minute 17 November 2020 AAT**

**Attendees: Apologies:**

Mrs Polly Phillips Mrs Bellew

Mr Robert Bellew Mr Alan Hall

Barbara Cochrane Mr Seyed Aghamiri

Prof. Seekers Ms Leticia Salinas

Mr Andrew Taiwo (Practice Manager). Dr Joseph Cohen (GP)

**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
* Updates on Practice Moves on Patients care & Access
* Deliberation on Practice in containing Coronavirus
* 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 last meeting – 05/May/2020 & Review of action from last meeting**

The minutes of the last meeting was read to attendees by the the practice manager 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 to the new year, it was unanimously agreed to leave this .part the group plan until the issue of covid in the country is resolved.

**Action: The meeting agreed to suspend this part of the agenda discussion until the country returns to some sense of normality due to the pandemic.**

**General Communication**

1. **Frontline Staff (Receptionist) Attitude:** There was a unanimous recognition that the frontline staff attitude and customer service are much more improved This shows the practice is improving in this area and the training is beginning to reflect.
2. **Access Information:** The practice provide a result of the access audit and all action that has been carried out in the light of access information mentioned is the practice last CQC report. There were positives comments from the PPG members commending the practices not only on access to Dr, but also the access to the practice via telephone. They have notice the telephone access has vastly improved from the previous waiting time

**Commendation:** The PPG members congratulated the practice on the newly introduced Appointment system, which has shown a vast improvement on patient access.

1. **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 9th /February/ 2021 at 3.00PM via telephone conference depending on the pandemic