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

**PPG Minute 20th August 2021 - AAT**

**Attendees: Apologies:**

Mrs Polly Phillips Mrs Bellew

Mr Robert Bellew Mr Alan Hall

Barbara Cochrane Mr Seyed Aghamiri

Prof. Sekers Ms Leticia Salinas

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

**Agenda**

* Self- introduction
* Practice Manager Welcome Speech
* Minutes of last meeting – Friday 20th August 2021
* Review of action from last meeting
* Deliberation on appointment of the group chairman & Group secretary
* Updates on Practice Moves on Patients care & Access
* Further deliberation on the Practice improvements & data presentation to support
* 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 thank the members for their commitments to the practice. He briefly reminded the attendees of the objective of PPG and the NHSE in practice collaboration with the viewpoints of the benefits of PPG

1. **Minutes of last meeting – 19/March/2021 & Review of action from last meeting**

The minutes of the practice manager read the last meeting to attendees and the meeting 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. It was unanimously agreed to leave this part the group plan until the country issue of covid pandemic/ lockdowns in the country is considerably improved

**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.**

**Further Deliberation on Practice improvements & data presentation to support**

The manager brought the on-going practice improvements and various supporting data such as Practice Survey received between the 25thMarch 2021 to 23rd June 2021, to the meeting for further deliberation. Members were very pleased that the improvements to the practice is still going on. The meeting unanimously agreed that, the practice had improved tremendously compared with before.

Members also did mentioned their observations on the improvements on our telephone access and were very grateful that the recent improvement made by the practice did help massively. Calls were been picked on time and staff signposting and services received had improved. Some commented that the frontline telephone skilled is much better than before.

Meeting also commended the practice on services provided during the on-going pandemics as well as the efforts of both the Clinical and the administrative members of the practice. The PM promised to keep PPG updated of the practice standards. He went on to let them know number and percentages of the covid-19 ongoing vaccines given up-to-date in different cohorts in the practice including the housebound patients and carers.

**Practice new locally introduce Services**

The PM took the opportunity to inform the meeting of different services the practice had introduced in conjunction with the local PCN as this will benefits the patient in term quick caring service compared to going to the Secondary services. The services are:

1. Physiotherapy Services
2. Complex Pain Clinic services
3. Dermatology Services
4. Social Prescribing Services

The PM went on to explained the process of each services and give the detail on how the services will work. The PPG members were very pleased with these new services and commended the practice initiative to be part of this locally service. In view of all the positives moves by the practice including the newly installed Intercom system at the practice entrance.

The PPG commended the practice and urged the PM to passes on their appreciation not only the GP’s but to the entire members of the practice. In the absence of no other agenda items to discussed. The meeting was adjourned to the next meeting in October 2021.

**Next meeting scheduled for Tuesday 5th /November/ 2021 at 3.00PM via telephone conference depending on the pandemic situation.**