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

**PPG Minute Tuesday 8th March 2022**

**Attendees: Apologies:**

Mrs Polly Phillips Mrs Bellew

Lesley Graham Mr Robert Bellew

Prof Kelly 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 – 5th November 2021
* 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 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 stated the objective of PPG and the NHSE & the practice collaborates views points of the benefits of PPG. He also reported the apologies as above.

1. **Minutes of last meeting – 05/November/2021 & Review of action from last meeting**

The minutes of the last meeting was read to attendees by 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 once again agreed to be postponed due lack of few numbers of attendance it was unanimously agreed to leave agenda part until we have high turn up at the meeting.

**Action 1: The meeting agreed to suspend this part of the agenda discussion until** we have high turn up at the meeting.

The two new members Lesley Graham and Proff Kelly, will like to sight the Agenda & and previous minutes well in advance of the meeting for their preparation for the meeting. Which was agreed.

**Action 2: The PM to distribute the agenda and previous minutes to members in advance of the meeting date.**

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

The manager did a presentation of the practice improvement and supporting it with various data such as Practice Survey done by the practice in the month of January - February 2022 in compares with the data survey of the 25th November 2020 to 23rd Jan 2021, the survey includes different pie charts. The members were happy, with survey, However, a member pointed out to the meeting her disappointment of non- inclusion of an important question that was asked and which she did answered negatively to “How satisfy are you in getting appointment at the surgery” she believed that question should have been very crucial to the balance reflection of the survey.

The meeting unanimously agreed that, the practice medical team (The GP’s and nurses) are very good, that they have no problem with the GP, however, getting to see them is the problem and that is what letting the practice down, the felt the admin team are acting as a shield protecting the GP’s from being seen. Not only that, but also making clinical decision on behalf of the practice. **A member cited** an instant where she was not given an appointment for the reason that no appointment and while they are discussing the issue the receptionist informed her to go and get an X-ray to know exactly what was wrong. Another member wanted to know why are we never had an appointments where other GP’s always have a pre-bookable appointment slots. In addition, even when patient’s calls at 8:00am that was the instruction given by the front staff, is still the same. Also, there was a comment as to why are our GP’s not seeing patients face 2 face , but a few occasion that appointment were given, it has to be via telephone?

The PM defended all the above points, and promised that the practice will also look further into all the issues. He informed the meeting that, now that the issue of the covid pandemic is now rescinding, the practice would review the face 2 face consultations. The PM promised to keep PPG updated of the practice standards.

In the absence of no other agenda items to discussed. The meeting was adjourned. The next meeting will in June 2022.

**Next meeting scheduled for Tuesday 7th /June/ 2022 at 3.00PM via telephone conference depending on the covid pandemic situation**