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

**PPG Minute 19 March 2021 - 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 17th November 2020
* 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

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 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. 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.**

**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 received between the 25th November 2020 to 23rd Jan 2021, including different pie charts. The members were very happy, The meeting unanimously agreed that, the practice had improved tremendously compared with before, not only in terms of the frontline staff, but also in term of the clinical services, which has reflected in the data presented at this meeting.

Majority of the members were satisfied with the telephone access and were very grateful that the recent improvement made by the practice did help massively. They stated the calls were been picked on time and staff signposting and services received were spot on. 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 in different cohorts in the practice including the housebound patients and carers.

In the absence of no other agenda items to discussed. The meeting was adjourned to the next meeting in June 2021.

**Next meeting scheduled for Tuesday 8th /June/ 2021 at 3.00PM via telephone conference depending on the pandemic**